



Client Complaint Process

Guiding Principles for Complaint Management System

KidsAbility's complaint management system is underpinned by these guiding principles:

Family Centered

- Everyone has a right to complain
- KidsAbility proactively seeks and receives feedback and complaints
- People making complaints are treated with respect.
- Complainants are not adversely affected because of a complaint made by them or on their behalf.
- KidsAbility will accept complaints from representatives of clients, including family members, friends and other people or organization that act in support of the person.

Visibility, Transparency and Access

- Information about how and where a complaint may be made is well publicized on KidsAbility's website and made available (both in writing and verbally) at front line service locations.
- A complaint may be made to any employee of KidsAbility in person, by phone, email, letter, or using the online form on KidsAbility's website.
- KidsAbility will provide all reasonable and practical help and support to make it easy for all complainants to make a complaint by recognizing the particular needs of people, including people with disability, children, young people, people living in remote areas, the aged and people from culturally and linguistically diverse backgrounds.
- A complainant will not be charged a fee to complain.

Responsiveness

- Complaints are acknowledged promptly and responded to fairly, reasonably and in a timely manner.
- Anonymous complaints are treated like any other complaint.
- Staff are aware of the policy and procedures available on KidsAbility's website and intranet.
- Adequate resources, including trained staff, are available to manage complaints.
- Complaints are recorded and tracked, timeframes for resolution are monitored and complainants are entitled to reasonable progress reports.

Objectivity and Fairness

- Complaints are taken seriously and are handled fairly, objectively and without bias.
- Complaints are assessed and categorized on nominated criteria.
- Personal information is managed in line with the Information Privacy Act 2016 and ethical obligations.
- Review of decisions will be made by people other than the original decision maker.

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Feedback

- Adequate and timely feedback is provided to all complainants about the progress of their complaint, the outcome reached and the reasons for the decision.
- KidsAbility will seek regular feedback about the way it manages complaints.

Remedies

- Appropriate remedies that are fair to both the complainant and KidsAbility are offered. Complainants are able to request a remedy that is considered as the first option.
- Informal resolution and compromise is attempted wherever possible.
- Similar remedies are offered to all persons in a similar situation.

Accountability, Learning and Prevention

- The policy and procedures are reviewed regularly to ensure relevance and effectiveness.
- Mechanisms are in place to gather and record information to meet reporting requirements, identify complaint trends, monitor the time taken to resolve complaints and identify potential service improvements.
- Potential system improvements revealed by complaints are identified by the area responsible and reported regularly to the Board of Directors.
- Information about improvements based on family's experience (complaint trends) at KidsAbility will be gathered and published on the website and our Quality Matters board.

Training

- All staff receive general complaints training, including privacy and complete an annual refresher session.