



## Complaints Management Policy

The purpose of this policy is to provide a sufficient process for management of complaints from clients, their family members or representatives, suppliers, contractors and/or other individuals or organisations.

A complaint is an expression of unsatisfactory or unacceptable performance or behaviour that relates to provided services. Sprout Psychology Centre values complaints as practical opportunities for improving processes, accountability and responsiveness to concerns. It also helps to strengthen performance to ensure the delivery of high-quality services.

### Policy Statements

1. All complaints will be received and addressed in strict confidence; with a goal to be helpful and sensitive; and resolved promptly.
2. All complainants are to be treated by Sprout Psychology Centre with courtesy and respect and in accordance with our policies and procedures.
3. Complaints can be made in person, by phone, in writing, by email and can be made anonymously. Complaints can be made on a person's behalf by an advocate or family member, with that person's consent where possible.
4. Complainants are entitled to have a support person during the complaint process.
5. Sprout Psychology Centre will aim to resolve complaints, if possible, within five (5) business days.
6. Wherever possible, complaints should be resolved at the local level where a discussion about a situation occurs and either an apology or an explanation may provide sufficient satisfaction for the complainant.
7. In the case where this is not possible, complainants are able to do so without fear or judgement. No one will suffer any disadvantage, retribution or discrimination because of making a complaint. Complainants may contact the NDIA by calling 1800 800 110, visiting one of the offices in person or visiting [ndis.gov.au](http://ndis.gov.au) for further information. Further to this you can call the Commonwealth Ombudsmen by calling 1300 362 072.
8. Accurate details of all complaints will be documented in Sprout Psychology Centre systems and services to build a culture of learning and continuous improvement.