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Complaints and Grievances Policy

Purpose

This policy outlines the procedures for managing complaints and grievances from clients, families, carers, and other stakeholders. We are committed to continuous improvement and view feedback — including complaints — as an opportunity to improve our service.

Our Commitment

- All complaints will be treated seriously, fairly, and promptly.
 - Individuals will not be disadvantaged or penalised for making a complaint.
 - We will work respectfully and transparently to resolve concerns.
 - All complaint information is handled confidentially, in line with privacy legislation.
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How to Make a Complaint

You are encouraged to first raise your concern directly with your treating clinician or via email:

✉ spillthebeanssp@gmail.com

You may also request a meeting or phone call to discuss your concern in person.

Complaints Process

1. Acknowledgement

Your complaint will be acknowledged within 3 business days.

2. **Review**

We will review the issue and may request additional information.

3. **Resolution**

We aim to provide a response and resolution within 14 business days. If more time is required, you will be informed of the reason and given a new timeframe.

4. **Record Keeping**

All complaints and outcomes are documented and stored securely for quality improvement purposes.

Escalating a Complaint

If you are not satisfied with the outcome or prefer not to raise your concern directly with Spill the Beans Speech Pathology, you may escalate your complaint to an external body:

For NDIS Participants:

NDIS Quality and Safeguards Commission

 www.ndiscommission.gov.au

 1800 035 544

 TTY: 133 677

For All Clients (Health Services):

Health and Community Services Complaints Commissioner (HCSCC), SA

 www.hcsc.sa.gov.au

 (08) 8226 8666