



Parent Complaints Policy

Wonder Kidz understands that a trusting and cooperative relationship between families, therapists and the community is best for our children. Complaints help Wonder Kidz families to build and maintain relationships by providing information and feedback to improve and by providing a valuable opportunity for reflection and learning. We also recognize a family's right to make a complaint and its responsibility to provide a framework within which to resolve complaints.

Purpose of the Policy:

- To ensure families understand how their complaint is managed and how it can be escalated, if required
- Ensure our management demonstrates how it responds to complaints in a fair, effective, and efficient manner.

COMPLAINT MANAGEMENT CONDUCT

When addressing a complaint, all parties are expected to:

- be considerate of each other's views and respect each other's role
- be resolution focused
- act in good faith and cooperation
- behave with respect and courtesy
- respect the privacy and confidentiality of those involved, as appropriate
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department of education policy.

This is consistent with the Code of Conduct for Victorian Public Sector Employees and conduct expectations are the same for all parties involved with the complaint.

When any parties involved in the complaint do not demonstrate the expected behaviors it may not be possible to reach a resolution.

PROCESS FOR HANDLING COMPLAINTS:

1. Raise the complaint with the staff in the presence of another staff as a witness– If the matter relates to a staff the complainant raises it with them first. This will typically result in the quickest response and is often in the best interests of the child.
2. Raise the complaint with the team leader – If a mutually agreed resolution cannot be reached or the complainant feels uncomfortable raising the complaint directly with the team leader, they can escalate the complaint to the manager directly for resolution.
3. Raise the complaint with the management – If the matter still cannot be resolved by the management, the complaint can be further escalated.

Complaint escalation

If the complainant is unhappy with the outcome of the complaints process, they may wish to complain to the Victorian Ombudsman by completing the online complaint form at www.ombudsman.vic.gov.au or by calling (03) 9613 6222 or 1800 806 314 in regional areas.

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