

WK - 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 build and maintain relationships by providing information and feedback to improve and by providing a valuable opportunity for reflection and learning. We also recognise a family's right to complain and its responsibility to provide a framework 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 fairly, effectively, and efficiently.

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.

When any parties involved in the complaint do not demonstrate the expected behaviours, it may be impossible 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 child's best interests.
2. Raise the complaint with the team leader. Suppose a mutually agreed resolution cannot be reached or the complainant feels uncomfortable raising the complaint directly with the team leader. In that case, they can directly escalate the complaint to the manager for resolution.
3. Raise the complaint with the management – If the management still cannot resolve the matter, 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 call (03) 9613 6222 or 1800 806 314 in regional areas.

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