



ProAACtive Speech Pathology
COMPLAINTS AND FEEDBACK POLICY AND PROCEDURE

COMPLAINTS POLICY

ProAACtive Speech Pathology welcomes feedback and complaints.

Feedback and complaints can be given verbally or in writing by contacting Amy Litton and/or Kayla Douthie on the address above.

Individuals are welcome to have a support person or advocate present.

Complaints and feedback will be handled confidentially as per the Privacy Policy.

Individuals will be informed of Complaint and Feedback Procedure at the start of services within their Service Agreement.

Complaints and Feedback will be received and dealt with according to the procedure below.

Complaints and Feedback will be stored centrally and reviewed to improve business processes.

Individuals may engage external services to lodge their complaints such as Speech Pathology Australia or Health and Disability Services Complaints Office.

COMPLAINTS AND FEEDBACK PROCEDURE

Complaints and feedback will follow the procedure described below.

Step 1: Complaint/Feedback Received

When complaint/feedback is received the customer will be thanked for bringing the issue forward. Practitioner will listen to the complaint/feedback and record it in writing if given verbally.

Step 2: Complaint/Feedback Recorded and Stored

Details of the complaint/feedback will be recorded and stored electronically. Further information will be sought from the individual to ensure complaint/feedback has been understood correctly.

Step 3: Discussion of Solutions

Options for determining a solution will be discussed with the individual. Individual will be asked what response they are seeking from the complaint/feedback and decision will be made if the request is reasonable. Records of discussions and solutions will be documented and stored with the complaint / feedback.

Step 4: Resolving of Issues

Complaints will be resolved in a timely manner. Contact will be made with the individual within 48 hours of the complaint/feedback in writing to begin the resolution process.

Step 5: Follow Up

Individual will be contacted a week after complaint resolved to follow up adequacy of the solution.