

COMPLIMENTS & COMPLAINTS PROCEDURE

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Sponsor	Head of Allied Health		
Approving authority	CEO	Approval date	14 November 2022
Signature			

1. COMPLIMENTS

We aim to continuously improve our customer service and we like to hear what we are doing well. We log all of our compliments and use this information to train/communicate with our employees.

2. COMPLAINTS

We are committed to handling each complaint as soon as possible in an efficient and fair manner. We use a structured mechanism for handling complaints, and we will inform our clients of the progress of the complaint and the timeframe for resolution.

We review our complaints which enable us to improve our standards of customer service. Bright Door has a complaints resolution procedure to ensure that all client feedback is handled as efficiently and as effectively as possible.

3. WE AIM TO

- Log all compliments
- Use the compliments log as a driver towards improved customer service and as 'best practice' examples during training sessions
- Log all formal complaints
- Ensure that Compliments and Complaints are managed in accordance with Language Disorder Australia's Complaints Resolution Policy v2.01

4. PROCEDURE

4.1. Compliments

Our compliments procedure logs all compliments that we receive. We receive compliments in many forms – by phone, in person, by email, on our website, by letter or via our feedback form. Our compliments log is maintained and reviewed by the Executive Assistant to the

Chief Executive Officer of Language Disorder Australia and used as examples of “best practice” whilst training staff and for continuous improvement.

4.2. Complaints

Our complaints procedure has four stages. Prior to the formal procedure being invoked, parent/carers, community representatives, clients/individuals/participants/participant representatives are encouraged to contact the relevant therapist or staff member who will first try to solve the problem informally.

4.3. Self-resolution (within seven working days of a complaint being identified)

Where the complainant feels comfortable doing so, they should attempt to seek a resolution to the complaint themselves with the person/persons involved. The purpose of self-resolution is to resolve the matter quickly, avoid escalation of complaints, to produce a positive result for the maximum number of parties and to encourage a culture where honest and constructive communication is valued between all. Bright Door does not tolerate anyone behaving in a confrontational, aggressive or abusive way in the pursuit of addressing a complaint.

However, the informal approach may not always be appropriate and, in these situations, the parent/carers, community representatives, client/individuals/participants/participant representative or the organisation may trigger the formal procedure.

Our complaints procedure records all complaints that we receive. We receive complaints in many forms – by phone, in person, by email, on our website, by letter or via our feedback form which we provide to our clients. This procedure may also be used by employees. Assistance will be provided to those complainants who let us know if they are unable to put their complaint in writing.

- Speak to a member of the Bright Door Team
- Phone: (07) 3378 8444
- Email: feedback@languagedisorder.org.au
- [Website feedback form](#)
- Or in writing to: Feedback at Language Disorder Australia, Level 3, 88 Jephson Street, Toowong, Queensland, 4066

5. THE FOUR STAGES OF THE FORMAL COMPLAINTS PROCEDURE

5.1. Stage 1

We will acknowledge receipt of a complaint about Bright Door within 24 hours of receipt. The complaint will be logged in Language Disorder Australia’s Complaints Register, and a complaint file will be started. This will then be passed to the Allied Health Coordinator or Practice Manager. The Allied Health Service Coordinator or Practice Manager will investigate the complaint and respond in writing within 7 working days of receipt of the complaint.

5.2. Stage 2

Clients with a serious complaint about our service, or who have a complaint that was not resolved at Stage 1, may request to escalate the complaint, via any form (e.g. email or phone call). The Head of Allied Health will investigate the complaint and respond within 10 working days of receipt of the escalation of the complaint. All records will be logged in the Complaints Register.

5.3. Stage 3

Clients who have a complaint that was not resolved at Stage 2, may request to escalate the complaint via any form (e.g. email or phone call). The CEO will investigate the complaint and respond in writing within 10 working days of receipt of the escalation of the complaint. All records will be logged in the Complaints Register.

5.4. Stage 4

Clients who have a complaint that was not resolved at Stage 3, may request for the Board to investigate the complaint and the outcome of each stage of the complaints process. The Board will write to the complainant with the outcome of the investigation within 21 working days of receipt of the escalation and this decision is final.

6. EXTERNAL PROCESS FOR COMPLAINTS

Bright Door will endeavour to try to resolve any complaints quickly and fairly. If a complainant is unhappy with the outcome or the way in which the complaint is managed, they may contact:

For NDIS Participants – The NDIS Quality and Safeguards Commission

<https://www.ndiscommission.gov.au/about/complaints>

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a [complaint contact form](#). From the webpage on the following website: www.ndiscommission.gov.au/about/complaints

Office of the Health Ombudsman (oho.qld.gov.au)

A complaint can be made to the Office of the Health Ombudsman by:

- Completing complaint on the website.
- Phoning: 133 646 (Mon-Fri 9am – 4.30pm Closed Public Holidays).
- Completing a [Health Service Complaint Form](#). From the webpage on the following website: [Online health service complaint form - Office of the Health Ombudsman \(oho.qld.gov.au\)](#)