

Complaints Handling & Resolution Policy

1 Commitment

Kids Plus Foundation is committed to continuous improvement leading to highest service provision for.

Kids Plus Foundation acknowledges that clients have the right to make complaints about its services and is committed to a quick and fair complaints resolution process.

2 The Process

If you are unhappy with a particular issue or you wish to make a complaint you can:

- 1) Contact the Parent Support Person to discuss the issue. This role includes Child Protection.
- 2) If the issue cannot be resolved, complete a Complaints Form provided at reception outlining your complaint.
- 3) A senior management person will respond in a timely, constructive & positive manner to resolve a complaint.
- 4) If this fails you may refer the matter to the Foundation Board of Directors through the Parent Support Person.
- 5) Complaints will be acknowledged within 5 working days & a formal response or progress report provided ASAP

2.1 Types of Complaints or issues covered by this policy may include:

- *Administrative Decisions regarding allocation of places for therapy*
- *Misconduct by Staff*
- *Inappropriate behaviour by other families or children*
- *Suspected or alleged Child Abuse*
- *Discrimination and Harassment*
- *Occupational Health Safety and Welfare*
- *Collection, Storage and Use of Personal Information*

2.2 Privacy & Confidentiality

Kids Plus Foundation respects the clients right to privacy & confidentiality and will provide assistance at any time during the complaints process ensuring that the client is free from the potential of intimidation or harassment as a consequence of making a complaint.

2.3 Genuine Reason

Establishing the grounds for a complaint must include ensuring that a complaint is based on genuine reasons and is not vexatious or frivolous. This means that it is expected that a complaint will not be made for petty or vengeful reasons but must be made in good faith in an attempt to redress a breach of rights or unfair practice.

2.4 Code of Conduct

- Everyone involved in the **complaints resolution process** will maintain confidentiality at all times and the numbers of people involved in the complaint process will be kept to a minimum.
- Resolution of complaints between those directly involved, as soon as they arise, is strongly encouraged.
- All complaints will be dealt with in the shortest possible time period as determined by due process.
- Throughout the **complaints resolution process** both the Complainant and the Respondent may choose to have a support person involved.

3 Responsibilities of Kids Plus Foundation's members involved with a Complaint

- Maintain privacy & confidentiality at all times
- Attend to the complaint or issue in a timely manner

The Complaints Resolution Procedure will balance the following interests:

- The right of the child to be heard, to be protected and to be supported;
- The right of the child and their families to have their concern acted upon and resolved - and for the identity of the child/young person to remain confidential;
- The right of the alleged perpetrator to a fair process, including confidentiality;
- The legal requirement for the organisation to report suspected crimes to the Police for proper investigation;
- The legal requirement for mandated professionals (teachers, nurses and doctors) to notify Child Protection Services (within the Department of Human Services) of protective concerns regarding children under 17 years of age;
- The moral duty of all people (including paid and unpaid staff of community service organisations) to notify Child Protection Services (within the Department of Human Services) of protective concerns regarding children under 17 years of age; and
- The contractual requirement for the organisation to provide a report regarding the alleged incident to the Department of Human Services (in respect of organisations which receive DHS funding).