

Complaints and Feedback policy

Complaints Policy

Now We're Talking Speech Pathology and Psychology is committed to ensuring that all clients of the service, including family members, carers, and other relevant stakeholders are free to make complaints, to have their grievances dealt with promptly, fairly and co-operatively by Now We're Talking Speech Pathology and Psychology.

Treatment of complaints will be fair to both the complainant and respondent, will be responded to courteously and will be given high priority for resolution and remediation. Complaints will be resolved closest to the source of the complaint as possible.

Procedure

Now We're Talking Speech Pathology and Psychology will:

- Provide information in appropriate formats of the complaints and feedback policy and procedures for clients and have them easily accessible to clients.
- Ensure all employees and sub-contractors have been provided with a copy of Language for Life Speech Pathology's Complaints Handling policy as part of their orientation to the service.
- Encourage clients to maintain open lines of communication with their speech pathologist and, if required, the lead speech pathologist and manager of Now We're Talking Speech Pathology and Psychology, by inviting opportunities for feedback to be provided on a regular basis.
- Ensure clients are aware of avenues available to them to make complaints, including in person, by phone, email, the website or other written correspondence.

Lodging a Complaint:

- A complaint may be lodged in person with any of our staff, by phone (0417246867) mail or email.
- You can also find a complaint and feedback form on our website, in which you can fill in and email to nowweretalkingspeech@gmail.com or post to Now We're Talking Speech Pathology and Psychology, 193 Champion Road, Williamstown North, 3016.

When a complaint is received, Now We're Talking Speech Pathology and Psychology will:

- Advise the consumer in writing (within seven working days) that their complaint has been received by the manager of Now We're Talking Speech Pathology and Psychology and is being addressed.
- Ensure complaints are investigated in a fair and reasonable manner with both the complainant and respondent to reach resolution, if possible. Resolution of the complaint is sought as soon as possible and definitely within ten working days.
- Ensure an electronic confidential record is created for each complaint raised, outlining the actions taken, correspondence entered into and overall summary. A record of complaints will be reported to the service's funding bodies (as per contractual agreements) if necessary.
- Ensure that all complaints are treated as private and confidential in accordance with the service's Privacy and Confidentiality Policy.

In the event that the complaint is not able to be resolved to the satisfaction of the complainant, the manager of Now We're Talking Speech Pathology and Psychology will advise the complainant of his or her rights and avenues to take the matter further, including the funding bodies' complaints management systems.

If you are not happy with how we have managed your complaint, you can contact the **NDIS Quality and Safeguards Commission** (NDIS Commission) or **Speech Pathology Australia**. Both Organizations are in charge of checking the quality and safety of NDIS and Speech Pathology supports and services. You can contact the NDIS Commission by: Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Visiting their website www.ndiscommission.gov.au You can contact the Speech Pathology Australia by: Phoning (03) 9642 4899 or visiting their website <https://www.speechpathologyaustralia.org.au>

Feedback Policy

We value your feedback both when we have met your expectations and when we haven't performed as you expected.

How to provide feedback:

We want you to be happy with our services and inform us if something needs to change. Your feedback allows us to alter our practice and ensure that you get the highest quality service possible.

You can locate a feedback form on our website and provide Now We're Talking Speech Pathology and Psychology with any positive or constructive feedback to help better our services.

Please don't hesitate to contact Director Olivia O'Hare on 0417246867 with any complaints or feedback.