



Melbourne Occupational Therapy 4 Kids

beyond potential

COMPLAINTS AND GRIEVANCES POLICY

Service users of Melbourne Occupational Therapy 4 Kids are encouraged to raise concerns and can expect to have grievances dealt with in an effective way.

Objective

The objective of this Complaints and Grievances Policy is that service users of Melbourne Occupational Therapy 4 Kids understand how to make complaints, and that they will have grievances heard and dealt with in a systematic and effective way. Grievances will be resolved swiftly.

Policy Statement

All people who use services provided by Melbourne Occupational Therapy 4 Kids are encouraged to express any concerns they have during that service provision. Issues can be raised in person, over the telephone or via email. In order to activate the complaints procedure contained in this policy, a complaint must be made in writing. Service users are entitled to be represented during the process by an advocate of their choice.

Straightforward complaints will be addressed within 10 working days and responses provided within the shortest possible time. Complex complaints requiring extensive investigation and negotiation may take longer to resolve and, in this instance, the service user making the complaint will be informed of probable timelines within 10 working days of Melbourne Occupational Therapy 4 Kids receiving the complaint. The service user will be advised of any amendment to the previously communicated probable timeline within 5 working days.

Melbourne Occupational Therapy 4 Kids intends that its response to complaints will:

- Be timely
- Support resolution by discussion and negotiation between the parties
- Keep you informed of progress
- Be comprehensive, fair and unbiased
- Not impact on your ongoing participation with Melbourne Occupational Therapy 4 Kids services
- Allow for the complaint to be withdrawn at any stage

Complaints and responses will be recorded and stored by Melbourne Occupational Therapy 4 Kids in accordance with its Privacy Policy. They may be used to assist ongoing quality control and service improvement.

Procedure

1. **Communicate your complaint.** Complaints must be made in writing and emailed to Melbourne Occupational Therapy 4 Kids at admin@melbourneot4kids.com.au
2. **Resolve the problem.** Melbourne Occupational Therapy 4 Kids will respond to complaints within the shortest possible time, but by no later than 10 working days. Melbourne Occupational Therapy 4 Kids will discuss your complaint with you and endeavour to reach a resolution.
3. **Outcome.** The outcome of the complaint will be recorded and communicated to you. If you remain dissatisfied with the response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC: Fill out a complaint form online at hcc.vic.gov.au or Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.