



Paediatric Therapy & Workshops

Complaints Policy & Procedure

6 June 2016

Purpose

- To ensure the existence of a procedure through which our clients, supporters, and staff can communicate any complaints regarding Paediatric Therapy & Workshops services, functioning or operations.
- To enable Paediatric Therapy & Workshops to benefit from all complaints through ensuring that they are recorded, considered, and resolved.
- To establish the principles that govern Paediatric Therapy & Workshops response to complaints.
- To ensure that our people and our clients are aware of the content of this policy and relevant procedure.
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Policy

- Paediatric Therapy & Workshops will maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial fashion.
- Paediatric Therapy & Workshops will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes.
- Paediatric Therapy & Workshops encourages clients, supporters, their advocates, members of the community and any of our people who have a complaint in relation to services or to the actions of one of our staff members or volunteers to express this through the formal complaints procedure.
- Paediatric Therapy & Workshops will ensure that the complaint investigation process is impartial. No assumptions will be made nor any action taken until all relevant information has been collected and considered.
- Paediatric Therapy & Workshops Manager will ensure that all our people are aware of this policy and procedure.
- Paediatric Therapy & Workshops will ensure that all clients are informed of the existence of this policy and procedure at the commencement of receiving services as well as providing relevant information on the Paediatric Therapy & Workshops website.
- Paediatric Therapy & Workshops recognises the right of individuals to approach an external agency if the formal complaints procedure has not resolved the issue to their satisfaction.
- The Director has overall responsibility for this policy.

Procedure

- The Manager is the main point to which complaints should be directed. The Manager is then responsible for completing the complaints form and forwarding this to the Director for action. Paediatric Therapy & Workshops will ensure that our people and our clients are aware of how to [contact the Manager](#).
- Paediatric Therapy & Workshops will ensure that the complainant is informed of his or her right to have a support person or advocate present to assist or represent them during the formal complaints procedure. Formal complaints can be written or verbal. If verbal, the assisting staff member will document the complaint and either the complainant or assisting staff member must sign the document.
- Paediatric Therapy & Workshops will address all complaints in a confidential manner. Action to resolve the complaint will commence within 3 working days of the complaint being made (this includes contacting the complainant). Only the people directly involved in making, investigating or resolving a complaint will have access to information about it. Where the complainant is a client, no information will be documented in the individual's client file without his/her consent.

Definitions

Clients: Any child, family member/guardian or therapist receiving a service from Paediatric Therapy & Workshops

Supporters: Any person who provides financial or 'in kind' support to Paediatric Therapy & Workshops e.g. donor, volunteer

Complaint: An issue or concern which is formally brought to the notice of Paediatric Therapy & Workshops in order to bring about change or resolution (This may include any act, omission, situation or decision that is considered unfair, discriminatory or unjustified)

Our People: All paid and unpaid staff, including volunteers, individuals on work experience or student placements.