hello@talkjoy.com.au
www.talkjoy.com.au
ABN 95 818 035 560

Feedback & Complaints Management Policy

Complaints Officer: Allanah Dart, Owner, Talk Joy Speech Therapy

At Talk Joy, we strive to provide high-quality services to our clients. Client feedback - both positive and negative - is an essential part of helping us to learn from our mistakes and to improve our service quality continuously.

To help you give us feedback, we want you to know that you are welcome to call or email us at any time with your suggestions.

If you are dissatisfied with a service we have provided to you, or are concerned about any aspect of our care, we encourage you to let us know as soon as practicable so we can address it.

Complaints can be made verbally, in writing, anonymously or with support. Clients will not be threatened, disadvantaged or have services withdrawn for raising a concern. Your complaint will be reviewed by our Complaints Officer. Upon receipt of your complaint, we will:

(1) acknowledge receiving it in writing;

(2) investigate your complaint by reviewing what happened;

(3) if appropriate, encourage you to discuss your concerns openly with the relevant staff member(s) or (if you feel more comfortable) with our Complaints Officer;

(4) communicate the outcome of our investigations to you and ensure that any recommended improvements or changes are implemented effectively; and

(5) respond appropriately to your complaint. This may include a range of responses including (without limitation) no action, offering you an apology, waiving fees, changing our policies and procedures to ensure similar events don't happen again, offering you the option of transferring client care to a different speech pathologist (at our cost for the handover), and undertaking to ensure the staff involved receive additional training and/or supervision, as appropriate.

Whenever practicable, we will endeavour to resolve your complaint within 30 days. If this isn't practicable, we will let you know why not in writing and give you an estimate of how long it will take for us to respond meaningfully.

In some cases, a complaint may require us to notify a regulator, professional body, and/or our insurers e.g. if your complaint includes allegations of professional misconduct or leads us to anticipate a claim for compensation or other litigation. This may become clear only after we have completed our preliminary investigation of your complaint.

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If you are unsatisfied with our response to your complaint, our Complaints Officer will endeavour to schedule a time to meet with you to discuss your ongoing concerns with a view to resolving the matter amicably. If an acceptable resolution in not achieved, you have the option to take your complaint to Speech Pathology Australia or the Health Care Complaints Commission.

Complaints and compliments give us useful information about the quality of our services from the perspective of our clients and we encourage you to provide honest feedback. Resolving complaints amicably gives us the opportunity to improve our services and to learn from our mistakes. We take all complaints very seriously and will work hard to address and resolve them efficiently to your satisfaction.

Making a complaint to the NDIS Quality and Safeguards Commission

You also have the right to make a complaint directly to the NDIS Quality and Safeguards Commission if you have concerns about the quality or safety of the NDIS supports and services provided by our clinic.

You do not need to raise your complaint with our clinic before contacting the NDIS Commission. You may contact the Commission at any time, including if you do not feel comfortable raising your concerns with us or if you are unhappy with how we have managed your complaint.

You can contact the NDIS Quality and Safeguards Commission through the following channels:

- **Phone:** 1800 035 544
- **Website:** https://www.ndiscommission.gov.au/complaints
- **Online:** Submit a complaint or report an issue through the NDIS Commission website.

The NDIS Commission can also provide information and assistance to help you understand your rights and raise concerns about the quality and safety of NDIS supports and services.

No disadvantage for making a complaint

We want all families to feel safe and comfortable speaking up. Making a complaint will not negatively affect your child's access to services, the way your child is treated, or the quality of care and support provided by our clinic.

We are committed to treating all complaints fairly, respectfully and without discrimination or retaliation.

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