



Little Rockets Occupational Therapy Complaints Policy and Procedure

Objective of the policy

Little Rockets Occupational Therapy seeks to maintain and enhance our reputation for providing high quality services for children, families and organisations. We value complaints and constructive feedback to help us improve our service and consumer satisfaction.

Little Rockets Occupational Therapy is committed to being responsive to the needs and concerns of our clients and consumers, and to resolve your complaint as quickly as possible.

This policy has been developed to provide guidance to both our consumers and staff on the manner in which Little Rockets Occupational Therapy receives and manages your complaint.

Definition of a complaint

In this policy a complaint is defined as an expression of dissatisfaction by a consumer in relation to a therapy service provided by Little Rockets Occupational Therapy.

How a complaint can be made

If you are dissatisfied with a therapy service we have provided, you should in the first instance consider speaking directly with the staff member/s who have provided the service.

If you are uncomfortable with this you can lodge a complaint with us in one of the following ways:

- Phoning in your complaint to 0422 144 789
- Posting a written complaint to 7/44 Eildon Rd, St Kilda 3182
- Emailing your complaint to emma@littlerocketsot.com

The information you will need to tell us

When we are investigating and responding to your complaint we will be relying up on the information you have provided in addition to the information we already hold. We may need to contact you directly to clarify details or request additional information. To help us respond and resolve your complaint quickly and efficiently we ask for the following information:

- Your name
- Nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Details of conversations you have had with any Little Rockets staff relevant to your complaint
- Copies of any documentation which supports your complaint

Recording complaints

When taking a complaint, we will record your name and contact details. We will also record all details of the complaint you have provided, the outcome and any actions taken following the investigation and resolution of your complaint, including any communications.

As part of our dedication to providing the best services, Little Rockets Occupational Therapy will monitor and identify trends, using this information to take action and mitigate identified issues.

Any information received from you in relation to this complaint will be recorded for the sole purpose of addressing the complaint.

When a third party individual/service or organisation is involved we may be required to speak with them about your complaint.

Feedback to customers

Little Rockets Occupational Therapy is committed to resolving your complaint at the first point of contact. When this is not possible a formal complaints process will be followed.

1. We will acknowledge receipt of your complaint within 3 business days
2. When your complaint is received we will undertake an investigation
3. We may need to contact you to clarify information or aspects of your complaint and/or request more information
4. We aim to resolve your complaint within 10 business days of the lodgment of your complaint, or from the date we received any additional information requested
5. Where we have been delayed, or unable to provide a resolution we will inform you of the reason for the delay and provide you with more information about the expected timeframe
6. Once we have finalised your complaint you will be notified in writing regarding our findings and actions taken

Please note you have the right to make enquiries about the status of your complaint at any time.

Complaints under investigation by a regulator or law enforcement agency

If your complaint is being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your complaint pending finalisation of their investigation.

We will assist any regulator or agency with their investigations.

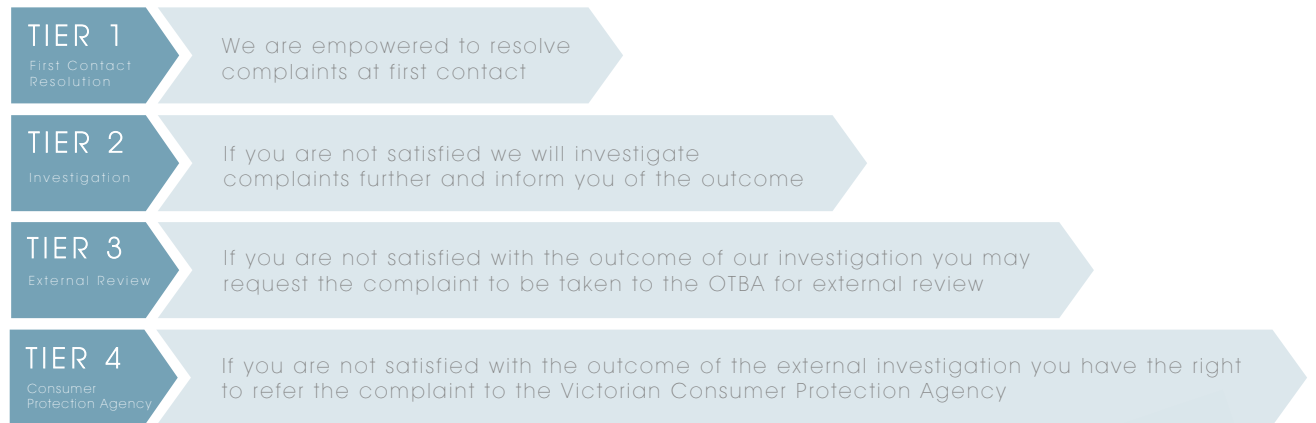
Our complaints escalation process

Where possible we will attempt to resolve your complaint at the first point of contact, or within a timely manner following receipt of your complaint.

If you are not satisfied with how your complaint has been handled, or the resolution provided by Little Rockets Occupational Therapy, you can request us

to escalate your complaint to the Occupational Therapy Board of Australia (OTBA), for independent external review.

Fig. 1 Little Rockets Occupational Therapy Escalation Chart



You have the right at any point in the complaint handling process to refer this complaint to the Victorian Consumer Protection Agency

Little Rockets Occupational Therapy
Complaints Policy and Procedure Version 1

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