Little Dreamers Australia Co Ltd – Compliments, Feedback and Complaints Procedure

Purpose

Little Dreamers/ Young Carer Wellbeing Hub (YCWH) has a strong commitment to providing high quality, responsive services to meet the needs of carers. Little Dreamers/YCWH encourages carers and others to become actively involved in its service. We regularly seek active feedback through; service reviews, carer satisfaction forms, Carer Advisory Groups,Young Carer Advisory Committee , forums, research, social media discussions and other survey formats.

We believe feedback from carers, about our services, service providers we broker to and on the performance of our staff and volunteers, is essential to ensure we improve both what we do, and how we do it. We view feedback, whether it be a complaint, comment or compliment as an opportunity to improve our services.

Little Dreamers/YCWH is committed to ensuring that any person or organisation using services provided by Little Dreamers/YCWH or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

Definitions

- A 'complaint' as an expression of dissatisfaction, related to service or program and/or the complaints handling process itself, where a response or remedy is explicitly or implicitly expected
- 'Feedback' may comprise comments, opinions and suggestions for the improvement of services, process and programs and complaint-handling

Making a Complaint

Each participant and family member will be informed of their right to make a complaint, give feedback or make a suggestion relating to:

- the quality of the service or program they access (or wish to access), or;
- our policies and procedures, or;
- the way a complaint was handled.

How?

People may make a complaint or give feedback or suggestions via our website (Contact Us) or via email, post, in person or by phone. The complaint or feedback can be made to:

- the staff member they were dealing with at the time;
- their manager; or

- the CEO

People have a right to make a comment or complaint without being identified. However, people should understand that anonymity may impede the successful resolution of complaints.

If the complaint is about:

- a product or service delivered by Little Dreamers/YCWH, the complaint will normally be dealt with by the relevant Senior Leadership team member;
- a staff member, the complaint will be dealt with by that person's manager;
- a senior staff member, the complaint will normally be dealt with by the CEO;
- the CEO, the complaint will normally be dealt with by the Chair/s of the Board.

Written complaints may be sent to the Little Dreamers/YCWH HQ office addressed to the People and Culture Manager **- 5 Charnwood Crescent, St Kilda VIC 3182** . The People and Culture Manager will be responsible for receiving this correspondence and directing it to the appropriate person.

Complaints Management

The person managing the complaint may be responsible for:

Registering the complaint:

- registering the complaint on the individual's Salesforce account and on the website
- informing the complainant that their complaint has been received within 2 business days and providing them with information about the process and time frame
- Quality and Compliance lead will then register on the complaints register and ask for details of resolution from complaint manager

Investigating the complaint:

- examining the complaint as soon as practicable after the complaint has been received
- the complainant will be informed as soon as practicable of what is being done to investigate and resolve it.

Complaints or appeals will be investigated and addressed as promptly as possible. The complainant will receive a response regarding the outcome of their complaint within 10 working days. If Little Dreamers/YCWH is unable to resolve the issue within this timeframe, the complainant will be informed of the reasons for the delay and provided with alternative options for moving forward.

Record Keeping

A Register of Complaints will be kept by Little Dreamers/YCWH.

The register will record the following for each complaint:

- details of the parties to the complaint, including the name of the complainant (if provided) and if relevant, the name of the person being complained about
- any subcontractor or consortium parties involved in the complaint
- the name of the staff member(s) handling the complaint
- the date(s) upon which the complaint was made
- the nature of the complaint
- whether the complaint was referred between the service provider and any government agency (including the department)
- details of contact with the complainant
- the action taken, including dates and details
- the outcome of any action taken (including any investigation)
- the date of finalisation or resolution of the complaint
- any follow-up action required, and
- any changes to policies, or procedures, or other action to be taken, resulting from the complaint.

If a complaint is made, the person who made the complaint can expect that Little Dreamers/YCWH will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

Resolving the complaint involves:

- making a decision or referring to the appropriate people for a decision as soon as practicable following the complaint being received
- informing the complainant of the outcome and any options for further action (if required) within 10 days of the complaint

Lodging Complaints Against Little Dreamers/YCWH to External Organisations

If an individual/community has concerns/complaints against Little Dreamers/YCWH, or if a complaint raised with Little Dreamers/YCWH has not been resolved to their satisfaction and wishes to lodge such concerns/complaints through an external complaints process; below is a list of agencies that can be contacted:

- Health and Community Services Complaints Commissioner -1800 232 007
- Disability Advocacy and Complaints Service of SA - 1800 880 552
- SA Ombudsman - 8226 8699 (metro) 1800 182 150 (regional)
- Ombudsman (federal government) - 1300 362 072