

# COMPLAINTS PROCESS

We understand that from time to time a person may be unhappy with a service that we have provided, and they have a right to have their complaint heard. We will handle all complaints with respect for the rights of the individual and without bias.

*A complaint can be defined as a person's expression of dissatisfaction with their engagement with any aspect of our service.*

Our Complaint Policy can be found on our website, via the QR code, or as a hard copy in the folder onsite at the service.



Understanding and resolving complaints provides an opportunity to improve our service delivery across all areas of our business.

## Making a complaint

Any person wishing to make a complaint should follow the following processes as required.

## Resolving the complaint at the service

If possible, families and relevant staff members should try to resolve the complaint through discussion at the time it is made. If a separate meeting is required as part of the process, that should be arranged by the staff members involved.

*Families and staff members should be aware that discussions in a public area of the service may not be in the best interests of children and may breach a person's privacy. Meetings should be held in a private space.*

## Escalating the complaint to GRPSA

If the matter cannot be resolved by the family and staff members involved, the matter should be raised directly with GRPSA.

We ask that you discuss the nature of the complaint with GRPSA. This can be done via email to [admin@grpsa.com.au](mailto:admin@grpsa.com.au) and/or by phone: **58262780**.

*Complaints will be responded to within 3 – 5 working days. A complaint can be raised by telephone or via email.*

## Escalating the complaint further

If the matter is not resolved or is of a more serious nature, the matter should be raised directly with the GRPSA CEO via email to [ronni@grpsa.com.au](mailto:ronni@grpsa.com.au)

## Making a complaint to the Regulatory Authority

Anyone can raise a complaint directly to the Regulatory Authority by phone or email. An Authorised Officer from the local regional office will assess the complaint and take further action. To contact the **Quality Assessment and Regulation Division (QARD)**, call **1300 307 415**.

## Conduct

When dealing with complaints, service staff, families, GRPSA Admin/Management will abide by the GRPSA Code of Conduct by seeking to resolve conflict in a polite, calm and non-physical manner, interacting respectfully with others.