



# COMPLAINTS & FEEDBACK POLICY

## 1. POLICY STATEMENT

The Spark Therapy Services is committed to ensuring that a complaint or concerns raised about the service we provide will be acknowledged, and addressed in a respectful manner in line with the *National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018*.

We continually strive to improve and offer the best service possible, working in partnership with families towards a shared purpose. We welcome feedback at any time, and any feedback or comments will be handled in a manner that demonstrates equity, fairness, accountability and transparency.

## 2. PURPOSE

This document provides guidelines regarding complaint management.

## 3. RESPONSIBILITIES

The Director is responsible for managing complaints and ensuring staff are trained in complaint management, and documentation is available for clients regarding the complaints management procedure.

All staff are responsible for seeking regular feedback, sharing the complaints policy and delivering a service that reflects the participant's priorities.

## 4. PROCEDURE

### Feedback

Information shared with families at commencement of service, including informing participants and their family of the Complaints and Feedback Policy, feedback requested through the course of ongoing therapy, feedback sought as part of Staff Reviews and feedback request included on email footer.

*We value your open and honest feedback. If something isn't working, please let us know so we can work together on a solution. This ensures we are on the same page and are working together towards a shared purpose. Please talk to your OT, or alternatively you can contact our office manager Carolyn ([admin@thesparkts.com.au](mailto:admin@thesparkts.com.au)) or Tina our Director ([tina@thesparkts.com.au](mailto:tina@thesparkts.com.au)).*

*If you would like to provide anonymous feedback you can do so using our Feedback Form <https://www.thesparkts.com.au/feedback>*

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## Complaints

### Guiding Principles:

- Responsiveness - Complaints should be addressed promptly and complainants kept informed
- Fairness - Complaints should be handled objectively and without bias
- Accessibility - The complaint process should be easy to understand and use
- Transparency - The complaint handling process should be clearly explained

Information shared with families at commencement of service, including informing participants and their family of the Complaints and Feedback Policy and feedback request included on email footer.

Our complaints management procedure ensures that all complaints are:

- available to all our clients and their caregivers
- fairly assessed and responded to promptly
- procedurally fair and follow principles of natural justice
- compliant with legislative requirements
- Staff understand Effective Complaint Handling

If participants make a complaint to [The Spark Therapy Services](#), they can expect that:

- They will be treated with respect
- They will be communicated with about the progress of the complaint, including any action taken
- The complaint handling process will be carried out in a fair and open way
- Information will be provided regarding reason for decisions
- A responsive and timely action will be taken in relation to the complaint.
- Their privacy will be protected.
- Anonymous complaints will be welcomed.

Information shared verbally and in a written format regarding how participants can make a complaint to The Spark Therapy Services - either verbally or in writing in any of the following ways:

- directly to your therapist – within a session, via phone call or in writing.
- Using our [Feedback Form](#) on the website
- Use the link on your OT's email footer to direct you to how to make a complaint or provide feedback.

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Please remember to fill in our [survey](#) as we love to hear your feedback about what is working well and what we can do better. You can talk to your OT at anytime to check in that you have a shared purpose and understanding of your work together, or email Tina, our Director ([tina@thesparkts.com.au](mailto:tina@thesparkts.com.au))

- To our Director Tina Bruce at [tina@thesparkts.com.au](mailto:tina@thesparkts.com.au) or by calling 0431 273 352
- To our Office Manager Carolyn on [admin@thesparkts.com.au](mailto:admin@thesparkts.com.au)

## How complaints are managed

1. Your OT and The Director will listen to the feedback you provide with respect.
2. Your OT will acknowledge the complaint in writing and inform The Spark Director. The complaint and feedback will also be recorded on the online clinical file.
3. Information is gathered from you and all parties and documented. Referral to policies and procedures to ensure processes have been followed.
4. The Spark Director will contact the client or party making the complaint via phone and / or in written format, outlining the situation, steps that have been taken, and the plan moving forward.
5. All complaints are then documented by The Spark Therapy Services and the action that occurred.
6. Training, supervision, performance review and management processes will be followed as required.
7. If a complaint cannot be resolved or an individual is not satisfied with the outcome of the complaint, The Spark Therapy Services will refer the party making the complaint to who they can refer to take the complaint further.

## Timelines

- All complaints will be acknowledged within 2 business days
- The Spark Therapy Services will strive to respond to and resolve complaints, however if this is not possible or the party is unsatisfied with the outcome, the individual can take the complaint further by referring their complaint to the next appropriate avenue

## NDIS related complaints

- Individuals can take their complaint directly to the NDIS Quality and Safe Guard Commission.

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- The National Quality and Safeguards Commission encourages you, in the first instance, to contact your provider if you feel comfortable doing so – this is the best way to resolve your complaint quickly.
- However, if you feel your complaint has not been resolved to your satisfaction, you can seek further support from an independent advocate – further details can be found on the NDIS Commission website, or you can contact the NDIS Commission directly. Further information can be found at: [Complaints | NDIS Quality and Safeguards Commission](#)
- Your complaint may relate to:
  - ➔ Services and supports you receive
  - ➔ Unsatisfactory management of your complaint by the Provider
  - ➔ Communication between you and the Provider

#### NDIS timelines

1. Acknowledging the complaint (within 1 day)
2. Assessing and recording complaint details
3. Contacting the complainant (within 2 days)
4. Investigating the issues
5. Resolving the complaint (aim for within 21 days)
6. Providing a response to the complainant
7. Following up as needed
8. Reviewing service delivery for continuous improvement

## Making a complaint about your OT

- All OTs at The Spark are registered with the Australian Health Practitioners Regulation Agency (AHPRA) and are bound by their [Code of Conduct](#) and practice standards.
- If you have concerns about an OT's professional conduct, please raise this concern with The Spark Therapy Services Director via phone, email or using the feedback form.
- You can raise a concern through AHPRA using this online form: <https://ahpraorg.secure.force.com/notification>
- You can raise a concern with the relevant Health Commissioner in your state: <https://www.ahpra.gov.au/notifications/further-information/health-complaints-organisations.aspx>
- For more information visit AHPRA website: <https://www.ahpra.gov.au/Notifications/Raise-a-concern.aspx>

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## 5. FURTHER INFORMATION

For further information on this procedure, contact Tina Bruce Director The Spark Therapy Services [tina@thesparkts.com.au](mailto:tina@thesparkts.com.au) 0431273352

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