

## Client Complaints Management Policy

***Include Me. Child and Family Inclusion Programs* values constructive feedback from clients and community members.**

***Include Me. Child and Family Inclusion Programs* is committed to the fair and effective resolution of all concerns and complaints.**

Any client utilising *Include Me. Child and Family Inclusion Programs* has the right to make a complaint against any employee or program service delivery component.

If a client has a concern, this can be raised with program facilitators or coordinators either in person, by telephone, email or in writing.

If a complainant is dissatisfied with the outcome provided by a program facilitator or coordinator, they may register a formal written complaint to the Research & Equity Senior Manager.

## Informal Complaint to Program Facilitators

Program facilitators will:

- Respond to informal complaints in a timely manner.
- Take necessary action to resolve the complaint.
- Keep a written record of any informal complaints and actions taken to address the complaint.
- Inform *Include Me. Child and Family Inclusion Programs* relevant program coordinator.

## Formal Complaint to Program Coordinators

Program coordinators will:

- Respond to the formal complaints in a timely manner.
- Take necessary action to resolve the complaint.
- Discuss formal complaints with the Research & Equity Senior Manager and develop a plan of action.
- Keep a written record of any formal complaints and actions taken to address the complaint.

## Written Complaint to Research & Equity Senior Manager

Research & Equity Senior Manager will:

- Respond to the written complaints in a timely manner.
- Take necessary action to resolve the complaint, if necessary a meeting with relevant parties will be held.
- Discuss written complaints with relevant *Big Fat Smile Group Ltd* SEG Managers and develop a plan of action.
- Keep a written record of any written complaints and actions taken to address the complaint.
- Inform the client of the outcome.
- Follow up within action plan specified timeframes, to discuss the clients satisfaction with the implemented strategies to address the complaint.
- If the complaint is unresolved, the Research & Equity Senior Manager will refer the matter to the CEO for further action.