



Complaints Policy

Fun to Talk Speech and Language Pathology is committed to providing high-quality services to all our clients. We value feedback, both positive and negative, as it helps us improve the quality of our services. This policy outlines the procedures for making a complaint and how it will be handled.

Purpose

The purpose of this policy is to

- ❖ Provide a transparent process for clients to raise concerns or complaints.
- ❖ Ensure complaints are addressed promptly, fairly, and confidentially.
- ❖ Foster a culture of continuous improvement in the quality of services offered.

Scope

This policy applies to all clients, caregivers, and stakeholders who interact with Fun to Talk SLP. It covers complaints related to the quality of services, professional conduct, and any other aspect of the service provided.

Making a complaint

Complaints can be made verbally or in writing. We encourage clients or caregivers to bring up concerns as soon as possible. Complaints can be submitted in the following ways:

- ❖ In Person: Discuss the issue directly with your speech pathologist or any staff member.
- ❖ By Phone: Call 0449 555 183 during business hours.
- ❖ By Email: Send an email to info@funtotalkslp.com.au with details of the complaint.

If the complaint is about a specific staff member, we recommend contacting our practice manager directly to ensure the issue is addressed impartially.

Information Required for Complaints

When making a complaint, please provide the following details:

- ❖ Your name and contact details.
- ❖ A clear description of the issue or concern.
- ❖ Date(s) of the incident(s) or service in question.
- ❖ Any supporting documentation, if available.

Handling of Complaints

Acknowledgment: We will acknowledge receipt of your complaint within 5 business days.

Investigation: We will investigate the matter thoroughly. This may involve discussions with the relevant staff member and reviewing any associated records.

Outcome: You will receive a response to your complaint within 14 business days. If the issue requires more time to investigate, we will inform you of the delay and provide an updated timeline.



Resolution: If the complaint is upheld, appropriate actions will be taken to address the issue, which may include changes to services, training for staff, or other corrective measures.

Handling of Complaints

All complaints will be handled confidentially. Information about your complaint will only be shared with those directly involved in resolving the issue. Personal details will not be disclosed without your consent.

Appeals

If you are not satisfied with the outcome of your complaint, you may request a review by a senior staff member or the practice manager. If you remain dissatisfied, you may escalate the complaint to an external body such as a regulatory authority or professional organization (e.g., Speech Pathology Australia).

Record Keeping

A record of all complaints, investigations, and outcomes will be maintained securely for future reference. This information will be used to monitor trends and implement improvements where necessary.

Continuous Improvement

Complaints will be reviewed regularly to identify any patterns or areas where our service can be improved. Staff will receive training and feedback to ensure a high standard of care is maintained.

Contact Details

For any queries or to submit a complaint, please contact us at:

- ❖ Phone: 0449 555 183
- ❖ Email: info@funtotalkslp.com.au

We are committed to ensuring that any complaints are handled promptly, fairly, and effectively.