

# How to give Feedback and Complaints

At Dot to Dot Early Intervention we love feedback and take all complaints seriously. We consider them an opportunity to learn and grow so families working with us now and in the future, receive the greatest service we can provide.

## How we manage complaints:

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints handling process. The principles of objectivity include:

*Openness*; to ensure everyone understands the complaints handling process

*Impartiality*; to ensure a balanced consideration of all information before a complaint can be resolved without fear or favour

*Confidentiality*; to ensure that information regarding everyone involved is protected

*Accessibility*; to ensure all involved are aware of the complaints handling process and the lodged complaints progress

*Completeness*; to ensure all available information has been collected from both sides

*Equity*: to ensure everyone is treated equally

*Sensitivity*; to ensure each case is considered on its merits, paying due care to individual differences and needs

## We want:

To achieve constructive outcomes for conflict situations

To ensure complaints and grievances are resolved with minimum stress to all concerned

To have a strong emphasis on problem solving

To resolve complaints, if possible, within five business days

At the end of every session we ask those present whether the session met everyone's expectations and if not, learn what we could do to improve it. If this process has not worked for you, you are welcome to follow the steps on the next page to give feedback or make a complaint.

## How to make a Complaint:

If you have a concern or problem with a support or service provided by Dot to Dot Early Intervention the first thing you should do is communicate with Cassandra Andersen (Business Operations Manager) by speaking to her in person or via phone, writing an email or letter. See contact information below:

Dot to Dot Early Intervention  
33 Mt Pleasant Rd  
Belmont 3216  
Ph: 0416 219 475  
Email: [admin@d2d.net.au](mailto:admin@d2d.net.au)



Wherever possible our aim is to resolve your concerns or problem when you first contact us.

If you are not satisfied and would like to make a complaint, we will provide and can assist you to complete a Complaint Form. This is merely so that we can ensure we understand and have accurately collected all of the details of your complaint or your area of concern.

*We will:*

- Provide you with an email, acknowledging our receipt of your complaint within 3 business days;
- Ensure you are aware of your eligibility to receive support from a representative to advocate for you
- Try to have the complaint investigated within one (1) week. If additional time is necessary we will notify you, keeping you informed of the progress of the complaint
- Inform you of our action plan and give reasons for any decisions made
- If you are happy with the plan, the changes will be implemented
- Three (3) months following the changes, you will be contacted to ensure the changes have resolved your concerns. If they have, the complaint is then deemed resolved.

If you are not satisfied with the outcome of your complaint we invite you to contact the following agencies:

**Department of Education and Training Central Office**

Postal Address: GPO Box 4367, Melbourne 3001

Email: [community.stakeholders@edumail.vic.gov.au](mailto:community.stakeholders@edumail.vic.gov.au)

**Department of Education and Training Geelong Office**

Telephone: 03 8397 0300

Address: 75 High Street Belmont, VIC 3216

**Disability Services Commissioner**

Telephone: 1800 677 342

Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

Website: [odsc.vic.gov.au](http://odsc.vic.gov.au)

**Consumer Affairs Victoria**

Telephone: 1300 55 81 81

Website: [consumer.vic.gov.au](http://consumer.vic.gov.au)

**Ombudsman Victoria**

Telephone: 1800 806 314

Website: [ombudsman.vic.gov.au](http://ombudsman.vic.gov.au)

**Commonwealth Ombudsman**

Telephone: 1300 362 072

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Website: [ombudsman.gov.au](http://ombudsman.gov.au)

**A person can make a complaint to the NDIS Quality and Safeguards Commission about any issue connected with the support or services provided by an NDIS Provider.**

Complaints can be made orally, in writing, or by any other appropriate means and can be made anonymously. A complaint can be withdrawn at any time.

If a person makes a complaint, the Commissioner must decide what to do. The Commissioner may decide to;

Take no action, or defer taking action in some cases (for example, if the complaint was not made in good faith or there is not enough information to continue); or

Help the complainant and other affected people to work with the NDIS provider to resolve the complaint; or undertake a resolution process.