

Complaints Management Policy

At Young Allied Health, we strive to provide high quality services to all of our clients and their families. Client feedback – both positive and negative – is an essential part of helping us to learn from our mistakes and to improve our service quality continuously.

To help you give us feedback, we have established a Suggestions Box which is located in our reception area. You can also complete the attached 'Feedback, Suggestions, and Complaints' form. You can email us suggestions to improve our services at jessica@youngallied.com. Alternatively, you can submit feedback, suggestions, or complaints via our website at www.youngallied.com.

If you are dissatisfied with a service we have provided to you, or are concerned about any aspect of our care, we encourage you to let us know as soon as practicable so we can address it.

You can lodge a complain in person, over the phone, by email, in writing, or via our website. Your complain will be reviewed by our Director. Upon receipt of your complaint, we will:

1. Acknowledge receiving it in writing;
2. Investigate your complaint by reviewing what happened;
3. If appropriate, encourage you to discuss your concerns openly with the relevant staff member(s) or (if you feel more comfortable) with our Director or another senior staff member with the authority to resolve your complaint;
4. Communicate the outcome of our investigations to you and ensure that any recommended improvements or changes are implemented effectively; and
5. Respond appropriately to your complaint. This may include a range of responses including (without limitation) no action, offering you an apology, waiving fees, changing our policies and procedures to ensure similar events don't happen again, offering you the option of transferring client care to a different clinician, and undertaking to ensure the staff involved receive additional training and/or supervision, as appropriate.

Whenever practicable, we will endeavor to resolve your complaint within 30 days. If this isn't practicable, we will let you know why not in writing and give you an estimate of how long it will take for us to respond meaningfully.

In some cases, a complaint may require us to notify a regulator, professional body, and/or our insurers e.g. if your complaint includes allegations of professional misconduct or leads us to anticipate a claim for compensation or other litigation. This may become clear only after we have completed our preliminary investigation of your complaint.

If you are unsatisfied with our response to your complaint, our Director will endeavor to schedule a time to meet with you to discuss your ongoing concerns with a view to resolving the matter amicably. If an acceptable resolution is not achieved, you have the option to take your complaint to:

- Speech Pathology Australia (professional body for speech pathologists)
- Australian Health Practitioner Regulation Agency (AHPRA – registration body for occupational therapists)
- National Quality and Safeguards Commission (NQSC – for NDIS clients)

Complaints and compliments give us useful information about the quality of our services from the perspective of our clients and we encourage you to provide honest feedback. Resolving complaints amicably gives us the opportunity to improve our services and to learn from our mistakes. We take all complaints very seriously and will work hard to address and resolve them efficiently to your satisfaction.

Feedback, complaints, suggestions, disputes

Young Allied Health welcomes feedback and values the input from our clients to help with the continuous improvement of our services. If the client wishes to give the provider feedback, make suggestions, or make a complain, the client can talk to their allocated therapist or the director of Young Allied Health. If the client is not happy with the provision of supports and wishes to make a complaint, the participant can talk to the director, Jessica Young.

Contact details for Jessica Young:

Phone: 0408 166 506

Email: jessica@youngspeech.com

Mail: 7 Carlton Street, Kirwan QLD 4817

Name	
Address	
Phone	
Email	
Date	
Date of service provided	
Service provided by	

Details of feedback, complaint, suggestion, or dispute:

Steps taken by you to resolve complaint (e.g. phone call):

Desired outcome:

Please attach any supporting evidence, such as invoices, tax receipts, or records of correspondence if relevant.