



# Complaints Management and Resolution Policy

As at 1<sup>st</sup> January 2021

Complaints Officer: Dr. Michelle Sofo, Speech Pathologist, [office@capitaldsp.com.au](mailto:office@capitaldsp.com.au)

## Purpose

At Capital Diagnostic Speech Pathology Pty Ltd, we strive to provide high quality services to our clients. 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 or make suggestions to improve our service, you can email us at [office@capitaldsp.com.au](mailto:office@capitaldsp.com.au).

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.

## How to Lodge a Complaint

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

1. Acknowledge, in writing, that we have received your complaint;
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 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 do not happen again, offering you the option of transferring client care to a different speech pathologist (at our cost for the handover), and undertaking to ensure the staff involved receive additional training and/or supervision, as appropriate.

Whenever practicable, we will endeavour to resolve your complaint within 30 days. If this is not 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 Complaints Officer will endeavour 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 or the Health Care Complaints Commission.

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.

