

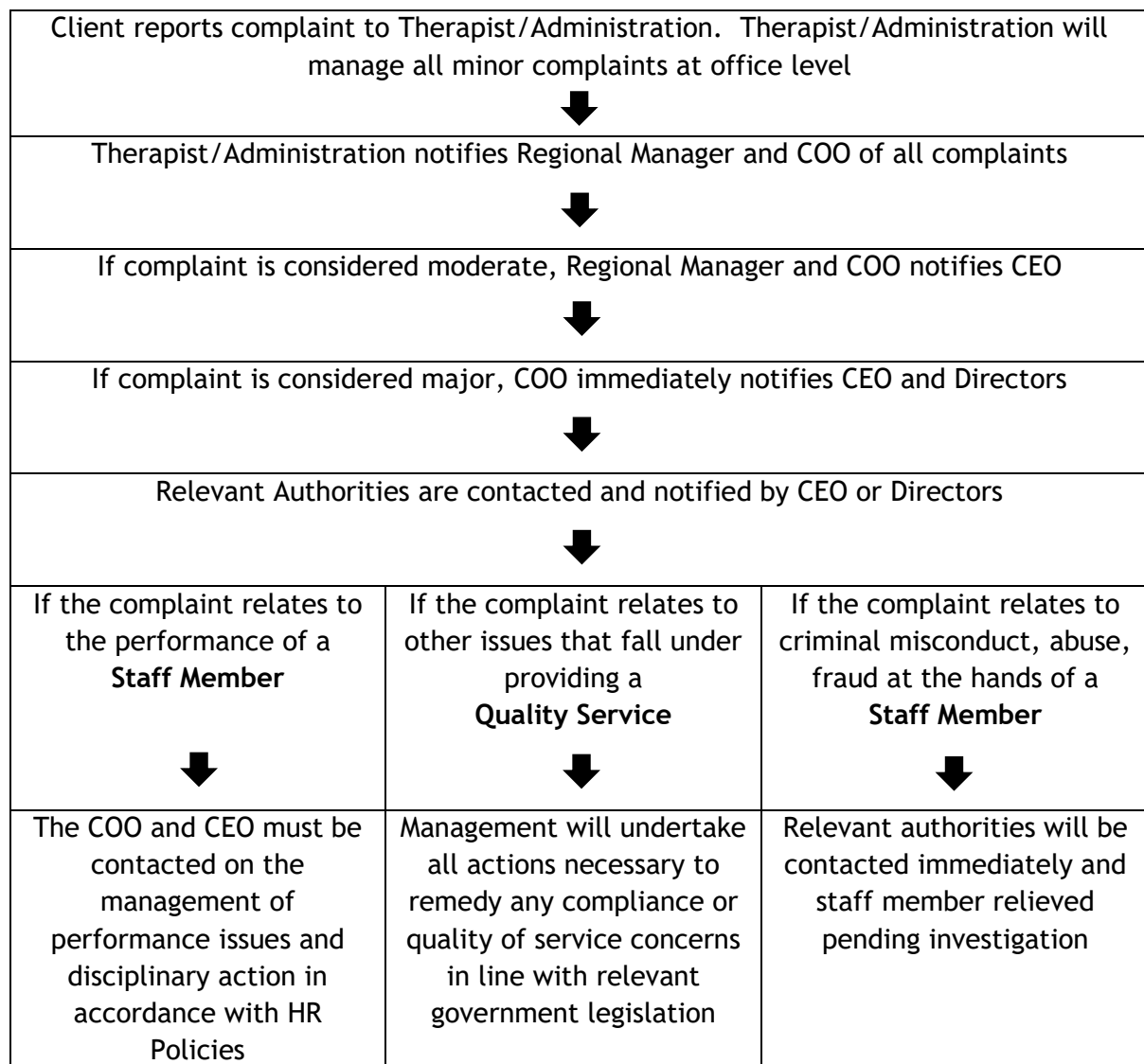


Client Complaints and Grievances Flow Chart

Policy The organisation is committed to handling and resolving client complaints in a confidential, fair and timely manner.

Definitions Nil

Procedure



A complainant can expect from Centre for Play Therapy

- To be listened to without interjection
- Complaint to be taken seriously
- To be treated with respect
- Complaint to be resolved in the first instance if possible
- Complaint to be documented if provided verbally
- In the event the complaint cannot be resolved in the first instance, a response to the complaint to be made in writing within ten working days from the CEO
- Complaint process to be outlined and timeframe for resolving complaint given
- If complaint cannot be resolved internally the complainant to be given options of seeking support from the Dispute Resolution Branch of the Department of Justice and Attorney General, the Queensland Ombudsman and/or NDIS Quality and Safe Guards Commission

Dispute Resolution Branch, Brisbane Magistrates Court

Level 1, 363 George Street, Brisbane Qld 4000

Email: drc.sq@justice.qld.gov.au

Ph: (07) 3239 6007, Toll free outside Brisbane 1800 017 288

Fax: (07) 3239 0200

Hours: Monday to Friday, 9:00am to 4:30pm

Queensland Ombudsmen

Level 18, 53 Albert Street, Brisbane QLD 4000

GPO Box 3314, Brisbane QLD 4001

Ph: (07) 3005 7000, Toll Free (outside Brisbane): 1800 068 908

Fax: (07) 3005 7067

Website: <https://www.ombudsman.qld.gov.au/about-us/contact-us>

Hours: Monday to Friday, 8:30am to 5:00pm

NDIS Quality and Safe Guards Commission

Ph: 1800 035 544

Website www.ndiscommission.gov.au