

# Public Feedback and Complaint Handling Policy

At Parent to Parent, your feedback is important to us, and we are dedicated to providing excellent service. If you have any concerns or complaints about our work or interactions with our team, please do not hesitate to reach out. Your feedback is important to our continuous improvement efforts and in meeting your expectations.

## Definitions

**Complaint** - An expression of dissatisfaction made to or about us, our services, staff or the handling of a complaint where a response or resolution is expected.

**Complaint handling** - All policies, procedures, practices, and staff used in the management of complaints.

**Dispute** - An unresolved complaint escalated either within or outside of our organisation.

**Feedback** - Opinions, comments and expressions of interest or concern, made directly or indirectly to or about us, about our services or complaint handling system where a response is not expected or required.

## How to Make a Complaint:

### **Direct Communication:**

We encourage you to first raise your concern directly with the staff member involved or their supervisor if you feel comfortable doing so. They will listen and work with you to find a solution.

### **Phone or email:**

You can let us know your complaint by phone, email, text or in person during our business hours. Please send emails to the Chief Executive Officer (CEO) via [manager@p2pqld.org.au](mailto:manager@p2pqld.org.au)

### **Online Feedback Form:**

Alternatively, you can fill out our online feedback form available on our website. Simply provide details about your complaint, and we will review it promptly and get back to you.

### **Social media**

Our preference is that you raise complaints with us directly and not via social media. That allows us to work together to find a solution.

## What to Include in Your Complaint:

- Your contact information (name, phone number, email address).
- Details of the incident or issue.
- Any relevant documentation or evidence.

- Your desired outcome or resolution.

## **How We Handle Complaints:**

- We will acknowledge receipt of your complaint promptly. We aim to do this within 2 business days.
- Your complaint will be recorded on our Complaints register.
- Our team will thoroughly investigate your complaint, considering all relevant information and perspectives.
- We will work to resolve your complaint as quickly as possible. If additional time is needed for investigation, we will keep you informed of the progress.
- We will aim to provide a response to a resolved matter within 10 business days.
- We will provide you with information about the process we will undertake and the timeframe required to address a complaint that we are not able to resolve within 10 business days.
- Once the complaint is resolved, we may ask for your feedback to ensure that you are satisfied with the outcome and to identify any areas for improvement.

## **Confidentiality and Fair Treatment:**

We treat all complaints seriously and handle them with sensitivity and confidentiality. We are committed to ensuring fair treatment and will address your concerns impartially and respectfully.

We will treat any complaint provided on an anonymous basis as feedback and use it for internal improvement of our services.

## **Escalation:**

If you feel that your complaint has not been adequately addressed, you may ask to speak to Management or the President of the Board or contact relevant regulatory authorities.

## **Outcomes and explanation:**

After reviewing the complaint and conducting any necessary investigations, we will be in touch to let you know:

- The resolution of the complaint and the actions to be taken
- The reason for the decision
- The proposed resolutions
- Any potential review options you can take

## **Feedback and Continuous Improvement:**

Your feedback is valuable to us, and we use it to continually improve our products and services. We appreciate the opportunity to address your concerns and thank you for helping us serve you better.