

## COMPLAINTS RESOLUTION POLICY

---

<b>Document number</b>	<b>P61.00</b>	<b>Version</b>	<b>2.02</b>
<b>Date of last review</b>	<b>3 May 2023</b>	<b>Date of next review</b>	<b>3 May 2024</b>
<b>Responsible Manager</b>	<b>CEO</b>		
<b>Approving authority</b>	<b>Board</b>	<b>Approval date</b>	<b>4 May 2023</b>
<i>Peter Seldon</i>	<i>Chair</i>		
<b>Name</b>	<b>Position</b>	<b>Signature</b>	

**Language Disorder Australia welcomes all feedback as an opportunity to improve the quality of its services and operations. Language Disorder Australia encourages the raising of complaints when dissatisfaction occurs and is committed to ensuring that all complaints are received, managed, and resolved in alignment with our core values.**

### 1. PURPOSE

- 1.1.** The purpose of this policy is to ensure that complaints about the operations of Language Disorder Australia are received, managed, and resolved with respect, natural justice and in alignment with our core values.

### 2. SCOPE

- 2.1.** This policy relates to any type of complaint about the operations of Language Disorder Australia. Complainants may include employees, members, parents/carers, students, clients, contractors, volunteers, directors and agents of Language Disorder Australia, persons undertaking work experience or vocational placements and members of the wider community.

However, some complaints are handled more appropriately under other specific policies:

- Child protection concerns or risks of harm to children should be dealt with in accordance with the law and the Child Protection Policy.
- Student bullying complaints should be dealt with under the Student Bullying Policy.
- Student discipline matters should be dealt with under the Positive Behaviour Policy.
- Employee complaints related to their employment should be made in accordance with the Workplace Grievance Procedure.
- Student or employee violence or criminal matters should be directed to the Chief Executive Officer; who will involve the Police as appropriate, and for all criminal matters.

### 3. REFERENCES

- *Child Protection Policy*
- *Student Bullying Policy*
- *Positive Behaviour Policy*
- *Workplace Grievance Procedure*
- *Education (Accreditation of Non-State Schools) Regulations 2017*
- *Australian Education Regulations 2013*
- *Fair Work Act 2009*
- *Work Health and Safety Act 2011 (Qld)*
- *Privacy Act 1988 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Corporations Act 2021 (Cth)*

### 4. POLICY

#### 4.1. Rationale

Language Disorder Australia is committed to ensuring that all complaints are received, managed and resolved with respect, natural justice and in alignment with our core values.

Language Disorder Australia encourages the raising of complaints when dissatisfaction occurs in relation to an action, inaction or decision from any part of the organisation.

Language Disorder Australia views the resolution of complaints as an integral part of its operations and accountability processes, which presents an opportunity to review and improve the quality of its services.

Complaints Resolution Principles

- **Openness** - Language Disorder Australia and its employees will always be open to and welcome complaints of any nature and ensure that everyone is aware of this policy and how to raise a complaint.
- **Fairness** - Language Disorder Australia will address any complaints received with integrity and in an equitable, objective and unbiased manner. Complaints will always be managed with regard for procedural fairness and natural justice.
- **Timeliness** - complaints will be received and resolved as quickly as possible without compromising the key principles of this policy or Language Disorder Australia's core values.
- **Respect** – Language Disorder Australia will treat complainants with respect and expects complainants to be respectful in raising their complaint and throughout the process towards resolution.
- **Confidentiality** – Language Disorder Australia will maintain confidentiality and privacy where it is practical and appropriate to do so in its management and resolution of complaints.

- **Transparency** – Our procedures for complaint resolution will be clear and transparent.
- **Resolution** - Language Disorder Australia will aim to bring all complaints to resolution through the consistent application of its structured complaints management procedure.
- **Responsiveness** - mediation, negotiation and informal resolution are available alternatives to investigation.
- **Communication** – Complainants will always be listened to, heard and kept informed throughout the complaints’ resolution process.
- **Accountability** – Language Disorder Australia will keep records of complaints and outcomes, and regularly review these to ensure consistent implementation of this policy and to take the opportunity to improve its operations.

**Adverse action including victimisation, repercussions, or ill treatment of any person as a result of bringing a complaint will not be tolerated by Language Disorder Australia.**

## 5. IMPLEMENTATION

- 5.1.** Language Disorder Australia is committed to raising awareness of the process for resolving complaints, including by the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures.

Language Disorder Australia is also committed to appropriately training relevant employees (especially senior staff) on how to resolve complaints in line with this policy and the related procedures.

Language Disorder Australia will keep appropriate records of complaints, will monitor complaints and their resolution, and will report on a high-level basis to the Board on complaint handling.

Language Disorder Australia will act to encourage contribution to a healthy organisational culture where complaints are resolved with as little formality and disruption as possible.

## 6. REVIEW

- 6.1.** This Policy will be reviewed annually.