

Feedback + Complaints Policy

We welcome feedback at Baby to Three. We are committed to ensuring all clients of the service receive high-quality services, and that family members, carers and other relevant stakeholders are able to provide feedback, make complaints, and have their grievances dealt with promptly, fairly and cooperatively.

Feedback can be provided online using our confidential feedback forms here, or by hard copy on request:

- [Session specific feedback](#)
- [General feedback](#)

In the event of a complaint, we encourage you to discuss any concerns with the most relevant person, your speech pathologist, in the first instance. If the concern is not addressed to your satisfaction, you may make a formal complaint in person or in writing. Baby to Three defines a complaint as any client expression of dissatisfaction with our service.

You have the right to make a complaint or comment about services provided by Baby to Three. We will take your complaint seriously, give it high priority, and treat you with courtesy and respect. You may contact Baby to Three's Director Anastasia Hamilton in writing to Baby to Three Pty Ltd, 4/60 Frasers Road, Ashgrove 4060, by emailing annie@babytothree.com, or by calling 0466 317 659.

We much prefer that you talk to us directly about any concerns or complaints. We wish to preserve our reputation, and your trust. We may need time to investigate the background to the complaint but we will do our best to answer your questions and concerns and resolve any complaints in a timely, professional and consistent manner. We will ask you how you would like to see the complaint resolved.

Your complaint will be documented and retained in your child's records to maintain accuracy. A de-identified record of your complaint will be kept on our 'Complaints File' to allow us to track trends, eliminate causes of complaints, and improve services.

In the event that an anonymous complaint is received, we will note the issues raised and where appropriate, investigate, and resolve them appropriately.

If we are unable to handle your complaint to your satisfaction you may make a complaint to the below parties:

The Office of the Health Ombudsman

Post: PO Box 13281 George Street, Brisbane QLD 4003

Phone: 133 646

Fax: (07) 3319 6350

Online: <https://www.oho.qld.gov.au/contact-us>

E-mail: complaints@oho.qld.gov.au

Speech Pathology Australia

Postal: Level 2 / 11-19 Bank Place Melbourne Victoria 3000

Phone: 03 9642 4899

Email: office@speechpathologyaustralia.org.au

If your child is a NDIS participant, you can contact the **NDIS Quality and Safeguards Commission** by:

Phone: 1800 035 544 (free call from landlines) or TTY: 133 677. Interpreters can be arranged.

[National Relay Service](#) and ask for 1800 035 544.

Completing a complaint contact form on [NDIS Commission website](#)

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard