

Wild Rumpus Community Services encourage feedback and complaints to assist us in developing our service to provide the best positive outcomes for children, young people, and families we support. We do this by having a clear complaints/feedback process which we explain during the intake process, as well as an online forum.

- Participants and their families receive 'how to make a complaint or provide feedback' information during the intake/information gathering process, before a participant receives service.
- An online complaints/feedback form for participants/their families/community members to lodge a complaint or provide feedback anonymously if they like.
- The complaints process is detailed in the service consent form for participants and their families to read and sign that they agree and understand the process.
- Those making a complaint receive information on who to contact if they are dissatisfied with the outcome or the process of how Wild Rumpus have managed the complaint/feedback.

### The Complaint Resolution Process

step	action
1	Participants/their families/community members lodge a complaint/provide feedback to Wild Rumpus Community Services - this can be done through a phone discussion, an email, our online complaints/feedback form, or speaking with the participant's support worker.
2	Staff distinguish between a complaint and feedback. <ul style="list-style-type: none"> <li>• Feedback is logged in the feedback register and discussed at the following team meeting. Feedback generally does not require any further follow up.</li> <li>• The individual taking a complaint completes a 'complaint form'. The person making a complaint will be notified of the complaint received and informed that we aim to have a resolution to the complaint within fifteen (15) days.</li> </ul>
3	Complaint form is passed onto the participant's primary support worker, whose responsibility it is to manage the complaint. Another support worker will manage the complaint if the complaint has the potential to jeopardise the primary support worker's future at Wild Rumpus Community Services.
4	Support worker gathers information regarding the complaint, and may contact the person making the complaint to seek further information.
5	Support worker managing the complaint contacts the person making the complaint to provide findings from investigations and possible resolutions. These possible resolutions could include an explanation, a change to policy to avoid reoccurrences of any incidents, or support to find a more appropriate service if a participant/their family would like to change services.

- 6 If the person making the complaint is not satisfied with the outcome of the complaint then Wild Rumpus support staff will meet with the participant/their family/community member and attempt to resolve the issue. Wild Rumpus will assist to source an advocate for the participant/their family/community member if they feel they require one. If the issue cannot be resolved then Wild Rumpus will provide advice where the person making the complaint can take the complaint further (Disability Commissioner & DisabilityCare Australia). Wild Rumpus Community Services will support participant/their family to find a more appropriate service provider if they wish to do so.

For more information on this policy please contact Wild Rumpus Community Services on (03) 5255 2467 or [intake@wildrumpus.org.au](mailto:intake@wildrumpus.org.au)