



# Client Feedback And Complaints Policy



## Client Feedback and Complaints Policy

Wanslea is committed to providing quality services and programs to clients, and recognises the value of feedback as an important tool in responding to and improving its services.

Wanslea respects the rights of clients to evaluate and offer feedback/complaints about the standard of services provided.

All employees of Wanslea must use all relevant opportunities to welcome and encourage feedback, and manage any feedback received in accordance with this policy.

Wanslea supports the individual's right to be heard fairly; the right to an unbiased decision made by an objective decision maker and the right to have the decision based on relevant evidence. This is achieved by:

- Clearly explaining our feedback and complaints process that sets out the rights of Wanslea clients, their families, carers or other representatives, educators or any other Wanslea stakeholder to comment about Wanslea's services
- Providing an open and transparent process that respects the complainant and their right to comment or offer feedback on the services they have received
- Providing a process for an efficient, fair and timely resolution of feedback and complaints. Wanslea is committed to a fair and equitable resolution of all feedback and complaints received.

All feedback and complaints are monitored to identify any gaps in service provision and to improve service quality accordingly. This ensures a consistent method of reporting, monitoring and managing of complaints.

