



Complaints, Dispute and Feedback Policy

Purpose and Objective

The purpose of this procedure is to ensure the resolution of complaints and grievances through negotiation, maintaining procedural fairness, and conducting discussions between parties in a respectful and confidential manner. Inspire Joy – Educational Therapy & Consulting is dedicated to fostering positive working relationships with clients, employees, and contractors. However, recognizing that grievances may arise from time to time, the procedures outlined in this document aim to assist parties involved in resolving conflicts or issues that may negatively impact client or working relationships.

Objectives of the Grievance Procedures:

- Provide all parties with an opportunity to address concerns regarding alleged incidents of unlawful discrimination, harassment, or offensive behavior fairly, equitably, and promptly.
- Achieve constructive outcomes for conflict situations.
- Ensure equal access to the procedures for all parties.
- Resolve complaints and grievances with minimum stress to all concerned.
- Maintain confidentiality.
- Emphasize problem-solving.
- Consider and pursue alternative outcomes where appropriate.

Application, Steps, and Process

The person making the complaint is encouraged, in the first instance, to seek an informal resolution with the immediate parties involved. A simple apology may suffice. If dissatisfied or uncomfortable with this, the complainant is encouraged to inform a Director of the complaint/grievance, outlining the desired outcome. The Director attempts to resolve the issue by interviewing each party separately and, if appropriate, convening a meeting to address the grievance. The Director documents the substance of meetings and the process undertaken.

If the complainant remains dissatisfied, they can notify the Director, who may refer the matter for professional external mediation. If unresolved, the matter may be escalated to the Australian Commercial Disputes Centre (ACDC) or Fair Work Commission.



If a Director is a party to the grievance, they will not participate as a conciliator or arbitrator.

Note:

- All parties must cooperate to ensure the procedures are conducted promptly.
- Normal work should continue during the complaint resolution, unless there's a reasonable concern about imminent health or safety risks.
- Referrals to external bodies should be considered a last resort.

Responsibilities

Directors are responsible for:

- Managing complaints/grievances in a timely, respectful, and private manner.
- Engaging in external professional mediation when appropriate.
- Ensuring understanding of this policy and procedure among clients, staff, and contractors.
- Adhering to the outlined process with procedural fairness.
- Providing support through the process.

Employees and contractors are responsible for:

- Timely reporting of grievances to prevent undue escalation.
- Adhering to this policy and procedure.

Clients are urged to raise concerns early for quick resolution while maintaining confidentiality. Inspire Joy – Educational Therapy & Consulting emphasizes the need to keep matters raised confidential.

If seeking independent assistance, the person making the complaint can contact:

The National Disability Insurance Agency (NDIA) at 1800 800 110 or feedback@ndis.gov.au.

The Health and Community Services Complaints Commissioner (HCSCC) at 8226 8666 or 1800 232 007 or by making an online HCSCC complaint.

Next review date: January 2028