Review Date
30/10/2027

Complaints and Feedback Policy

Purpose

Little Petal is committed to creating a culture where feedback, concerns, complaints, compliments, and suggestions are welcomed, respected, and used to strengthen service delivery.

The organisation is committed to providing accessible, fair, timely, and transparent processes that support participants, families, carers, advocates, staff, and community members to raise concerns without fear of disadvantage or reprisal.

Little Petal recognises that effective complaints and feedback management supports participant safety, quality service delivery, safeguarding, accountability, and continuous improvement.

Scope

This policy applies to all employees, contractors, students, volunteers, participants, families, carers, advocates, support networks, and community members who interact with Little Petal services.

Policy Statement

Little Petal encourages individuals to provide feedback, raise concerns, make complaints, or offer suggestions regarding any aspect of service delivery, organisational practices, staff conduct, participant safety, safeguarding, or service quality.

All complaints and feedback will be treated seriously, managed respectfully, and addressed in a manner that promotes procedural fairness, natural justice, confidentiality, and timely resolution.

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Feedback and Complaints

Feedback may include:

- Compliments
- Suggestions
- Concerns
- Complaints
- Service improvement recommendations

Feedback may be provided verbally, in writing, by email at **contact@littlepetal.com**, by telephone on ***+61 8 8246 7114***, during meetings, through support planning discussions, via the Little Petal website, or through any other reasonable method of communication.

Accessibility

Little Petal will make reasonable efforts to ensure complaints and feedback processes are accessible and responsive to the person's age, developmental stage, communication needs, literacy level, disability, cultural background, and individual circumstances.

Participants may be supported by:

- A family member
- A carer
- A support person
- An advocate
- A legal representative
- Another person of their choosing

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Complaint Management

When a complaint is received, Little Petal will:

- Acknowledge the complaint.
- Seek to understand the concerns raised.
- Clarify the desired outcome where appropriate.
- Assess any immediate safety or safeguarding concerns.
- Take reasonable steps to investigate the matter.
- Communicate outcomes where appropriate.
- Identify opportunities for improvement.
- Maintain appropriate records.

Where concerns involve participant safety, child protection, abuse, neglect, exploitation, misconduct, restrictive practices, reportable incidents, or other safeguarding matters, Little Petal will respond in accordance with relevant legislative, regulatory, and organisational requirements.

External Complaint Options

Individuals may raise concerns directly with external agencies where appropriate, including:

- NDIS Quality and Safeguards Commission
- Education Standards Board South Australia
- Department for Child Protection
- South Australia Police
- Other relevant regulatory or oversight bodies

Little Petal will not discourage any person from seeking external advice, advocacy, or assistance.

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Confidentiality

Complaints and feedback will be managed confidentially wherever possible. Information will only be shared with those who require access to appropriately manage, investigate, resolve, or respond to the matter, or where disclosure is required by law.

Continuous Improvement

Complaints, concerns, compliments, feedback, incident trends, participant experiences, worker feedback, and quality review activities may be used to identify opportunities for continuous improvement.

Information gathered through feedback and complaints processes may contribute to:

- Service improvements
- Policy review
- Workforce development
- Risk management activities
- Safeguarding improvements
- Quality assurance activities

Workers Responsibilities

Workers are responsible for:

- Treating complaints and feedback respectfully.
- Responding professionally to concerns.
- Escalating complaints appropriately.
- Maintaining confidentiality.
- Cooperating with complaint reviews and investigations.
- Supporting a culture of openness and continuous improvement.

Leadership Responsibilities

Leadership is responsible for:

- Maintaining effective complaints and feedback systems.
- Monitoring complaint trends and outcomes.
- Supporting fair and timely resolution processes.
- Meeting regulatory and reporting obligations.
- Implementing improvement actions where required.
- Promoting a culture where feedback is valued.

Communication of this Policy

Information regarding feedback and complaints processes is made available through:

- Service Agreements
- Participant information and onboarding processes
- The Little Petal website
- Support planning discussions
- Direct communication with participants, families, and stakeholders

Related Documents

- Governance, Quality and Operational Management
- Policy Risk Management Policy
- Incident Management Policy
- Child Safe Environments and Safeguarding Policy
- Child Protection and Mandatory Reporting Policy
- Behaviour Support and Restrictive Practices Policy
- Code of Conduct