

## Complaints and Feedback Policy

Effective Date: 12/01/2026

At Kids Cubby Early Intervention (KCEI), we strive to provide individualised, family centred and evidence-based service to all our families and clients. We also aim to be open, non-discriminatory, respectful and courteous in all communications.

KCEI encourages and welcomes any suggestions, compliments, concerns and complaints about any services that have been provided, as well as any general interactions with our staff. This is incredibly important to us, with reasons including;

- Allows internal reflection on KCEI's policies and procedures
- Allows a chance for an open and honest conversation, aiming to reduce trust breakdown between yourself and KCEI.
- Provides KCEI and staff a chance to adjust and make changes where appropriate. We are unable to make changes if we are unaware of a problem.

### How do I make a complaint?

A complaint can be made to KCEI either in person, via the enquiry box on our website or via an email, phone call or SMS. This can come from a member of the family, the client themselves, or other people involved in the child's care including school staff, Paediatricians etc.

Once a complaint has been received, KCEI will be in touch within a week to further discuss the incident and gather any other pertinent information. All information will be documented at the time of the conversation, to ensure accuracy and that the complaint has been understood.

All complaints will be addressed in an equitable, objective, and unbiased manner throughout the complaint process, with an emphasis on coming to an agreeable solution.

### Complaint Procedure

1. A complaint is made to KCEI either in person, via the enquiry box on our website or via a phone call, email or SMS.
2. KCEI will be in touch to discuss further over the phone or to book a meeting to discuss in person within 7 days of receiving the complaint. Further details will be gathered and all information documented appropriately. The Complaints and Feedback form will be completed. This process will then be repeated with any other involved parties.
3. Using this information, an informed decision regarding the most appropriate resolution will be made. This decision will be made within 7 days after all the information has been gathered.



4. This decision will be openly communicated to the complainant as well as the reasons for the decision where appropriate.

#### What if I am unhappy with the outcome?

If no agreement has been able to be reached, or you are unhappy with the outcome and response from KCEI, it is within your rights to take the complaint to an external agency. This includes;

- NDIS Quality and Safeguards Commission  
Phone: 1800 035 544  
Email: [Contactcentre@ndiscommission.gov.au](mailto:Contactcentre@ndiscommission.gov.au)
- NSW Ombudsman  
Phone: 1800 451 524  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)
- Speech Pathology Australia  
Email: [ethics@speechpathologyaustralia.org.au](mailto:ethics@speechpathologyaustralia.org.au)  
Online Form: [Ethics Complaint Form](#)

It is requested that all parties attempt to resolve any complaints internally first, with referrals to an external body being regarded as a last resort option.

*Policy Review Date: January 2027*

