



KX EXTERNAL COMPLAINTS POLICY AND PROCEDURE

Policy

KidsXpress is committed to ensuring that any person or organisation using services has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

KidsXpress will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members of the public including: clients, parents and stakeholders via the KidsXpress website
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements

Our Commitment

If you make a complaint to KidsXpress you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

What Can You Make a Complaint About

You can make a complaint to KidsXpress about the delivery of KidsXpress services, including the behaviour/actions of one of our staff.

Procedures

Making a Complaint

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time, unless you are making a complaint about this person
- a member of the Executive Team (Head of Business Services, Head of Programs or Head of Marketing)
- KidsXpress CEO



If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Written complaints may be sent to KidsXpress head office via:

Post
Level 2, 50 Waterloo Rd, Macquarie Park NSW 2113

Email
info@kidsxpress.org.au

Address to the CEO or Head of Business Services who will assign the appropriate person to investigate the complaint.

If the complaint is about:

- a service delivered by KidsXpress, the complaint will normally be dealt with by the relevant manager
- a staff member, the complaint will normally be dealt with by the relevant manager
- a senior staff member, the complaint will normally be dealt with by the Head of Business Services or the CEO
- the Head of Business Services, the complaint will normally be dealt with by the CEO
- the CEO, the complaint will normally be dealt with by the President of KidsXpress

Information We Will Need

When we are investigating your complaint we will be relying on information provided by you and information we may already be holding. We may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name
- You contact details
- The name(s) of the KidsXpress staff with whom you have been dealing
- If you are making the complaint on behalf of child or young person, their name
- The nature of the complaint
- Details of any steps you have already taken to resolve the complaint
- Copies of any documentation which supports your complaint

Procedure for Complaints Management

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

The person managing the complaint will be responsible for:



1. Registering the complaint:
 - registering the complaint in the KidsXpress complaints register
 - informing the complainant that their complaint has been received and providing them with information about the process and time frame
2. Investigating the complaint:
 - determine if the complaint identifies a potential risk to a child, young person and if necessary taking immediate action to ensure the safety of that child or young person.
 - examining the complaint to determine if it should be dealt with internally, or if external bodies such as the DCJ, NSW Ombudsman or NSW Police need to be notified (see *KX Recognising and Responding to Risk of Harm of Children and Young People Policy and Procedure* and *KX Responding to Concerns or Allegations of Misconduct towards Children and Young People Policy and Procedure*).
 - informing the complainant that the complaint has been received and of what is being done to investigate and resolve it, and the expected time frame for resolution.
 - determine what, if any additional information or documentation may be required to complete an investigation. We may need to contact you for further information.
 - investigate the complaint objectively and impartially, by considering the information you have provided us and any other information which may be available, that could assist us in investigating your complaint.
3. Resolving the complaint:
 - making a decision or referring to the appropriate people for a decision.
 - Informing the complainant of the outcome and any options for further action if required.
4. What if I am unhappy with the resolution?
 - If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the NSW Ombudsman. The Ombudsman's office will determine if it has the power to investigate your complaint.

Complaints About One of Our Employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially and equally (giving equal treatment to all people). We will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible. We will also treat our staff member objectively by:

- informing them of any complaint about their performance,
- Providing them with an opportunity to explain the circumstances,
- Providing them with appropriate support,
- Updating them on the complaint investigation and the result.



Record Keeping

A register of complaints will be kept by KidsXpress. The register will be maintained by the Head of Business Services and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

The complaints register and files will be confidential and access is restricted to the Head of Business Services, HR Manager, CEO and the President.

Complaints Under Investigation by a Regulator or Law Enforcement Agency

If your complaint is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency, we may cease to take further action in relation to your complaint pending finalisation of their investigation. We will assist any agency with their investigations.