



LET'S TALK

ARE WE MEETING YOUR NEEDS?

Early Connections is committed to providing high quality supports and services to meet your needs.

We value your feedback - including complaints. We view complaints as an opportunity to improve our supports.

Your feedback is part of our quality improvement process.

We appreciate you taking time to let us know what you think we do well and where we can improve our supports.

CONTACT US

earlyconnections.org.au

Manning Great Lakes
02 6552 7333

Kempsey
02 6562 6491

Coffs Coast
02 6652 8080

Port Macquarie Hastings
02 6583 8238

Please contact us for a full copy of the Managing Complaints Policy.



Early Connections Alliance is a network of registered not for profit organisations working together to create a strong and connected Early Childhood Intervention Network.



COMPLAINTS AND FEEDBACK

HELP US IMPROVE OUR SERVICES

If you have a concern, we want to know about it. Your feedback could make us aware of a problem that needs to be addressed. We want to hear from you.

YOUR CONCERNS

Please discuss any concerns or questions you have about the quality of our supports and Early Childhood Intervention Service.

We take all feedback seriously and want to understand how we can best deliver supports to you. We use all feedback to constantly evaluate our Early Intervention Services and implement improvements.

WHAT TO EXPECT

If you have a complaint, we will respond to it promptly and sensitively. We will treat your complaint in confidence and respect your privacy.

You can help us by providing as much relevant information as possible. We will keep you informed about the progress of your complaint along the way.

HOW TO MAKE A COMPLAINT

1. Verbally - by speaking to a team member or the Management Team in person or by phone.
2. In Writing - on the Complaints & Feedback Form (found in the Early Connections foyer and also on our website) and hand it to a team member; or place anonymously in the Feedback Box, OR in a letter OR via email.
3. Contact the President directly if the complaint is about the management team.

WHAT WE WILL DO

We will respond to your complaint within 1-5 days.

1. Record the complaint in our register.
2. Seek clarification and investigate the complaint.
3. Work with you to identify solutions.
4. Record these outcomes.
5. Provide you with a copy of this documentation.
6. Review and evaluate.

It will be decided at this review whether the complaint has been resolved to your satisfaction or if we need to seek other solutions.

The complaint may be reviewed by the Management Committee or referred to an external agency for further investigation.

SUPPORT FOR YOU - ADVOCACY

We will ensure that you are supported during the process and we can provide additional support options and information when needed. Please ask us to arrange access to external professional advocacy services if you need this support. We can also arrange interpreter services if necessary.

EXTERNAL COMPLAINTS

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your concern, assistance is available.

People with disability have the right to complain about the services they receive. For more information contact:

NDIS COMMISSION
ndiscommission.gov.au
1800 035 544

Certain complaints, including those raising serious concern, are to be automatically referred to the next stage. If a complaint is of a serious nature and involves disclosure of Child Protection issues, Criminal behaviour, exploitation or discrimination this will be referred directly to an external support organisation including the NSW Family and Community Services – Child Protection Unit and / or the Police.