



Information for Parents: Making a Complaint and Managing Incidents

Each parent or carer has the right to make a complaint about the services provided by the LEAP Centre and to have their complaint dealt with fairly. No person will be adversely affected because they have made a complaint. Each parent and carer have the right to an advocate to support them with any complaint or incident involving their child.

If you have concerns about any aspect of your service, the process for making a complaint is:

- First try to resolve the issue with the worker/staff member concerned.
- If this is unsuccessful contact the Centre Manager.
- If your complaint concerns the Centre Manager, you should contact the President of the Board of Management.
- A complaint can be made verbally or in writing.

All incidents involving staff, clients, volunteers and Board members are dealt with promptly and confidentially. If you or your child is involved in any incident that requires any action on the part of the LEAP Centre, you will be informed within 24 hours of the incident occurring and kept up to date with the process.

The following documents are available to you.

- Grievance/Complaint Policy (Staff, Volunteers and Service Users)
- Complaints Procedure for Staff, Volunteers and Service Users
- Incident Management Policy

If you are not happy with your disability service provider, you can also make a complaint to the **NDIS Quality & Safeguard Commission** by calling **1800 035 544** or completing a complaint form online:

<https://www.ndiscommission.gov.au/about/complaintsfeedback/complaints>

In addition, any individual is able to make a complaint or a notification about an individual disability worker, or an organisation, to the Victorian Disability Worker Commission:

<https://vdwc.vic.gov.au>