Joyful Journey
OCCUPATIONAL THERAPY
adding life to days

Feedback & Complaints Handling Process

Joyful Journey OT

If you need to make a formal complaint, please follow our 5-step process.



FEEDBACK OR COMPLAINT IS ACKNOWLEDGED

Feedback or complaints can be made by phone call, email, post or in person. Once received, you will be provided iwht a phone call to acknowledge your concern within 2 business days.



COMPLAINT IS REVIEWED AND INVESTIGATED

The Director or Practice Manager will conduct further investigations with those concerned to ensure that all information is gathered and understood.



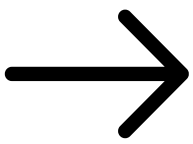
DECISION IS MADE REGARDING THE OUTCOME

All possible solutions are proposed and the most advantageous outcome, for all involved, is selected and put into action.



OUTCOME AND RATIONALE IS EXPRESSED

The complainant is notified of the chosen solution by phone call or written correspondence. Rationale for the chosen outcome is also provided.



FOLLOW UP (IF NECESSARY)

The outcome is monitored and evaluated for effectivess. If the complainant is unsatisfied with the outcome, they are supported to seek further action (externally if required).

Mandatory Reporting

Will families be told?
Where it is safe and appropriate, we will aim to be open and transparent with families. However, in some situations, we may not be able to inform families before making a report if:

- It may place the child or another person at further risk
- It may interfere with an investigation
- We are advised not to by Child Protection or police

Confidentiality
We respect your privacy and treat all information with care.
However, mandatory reporting is a legal exception to confidentiality. This means we are required by law to share information if a child is at risk.
We only share information that is necessary to ensure safety and wellbeing.

Our Approach
If concerns arise, we will always aim to:

- Act in the best interests of the child
- Work in a calm, respectful, and non-judgemental way
- Support families wherever possible
- Follow all legal and ethical obligations

Support Services
If you need support, you can contact:

- Child Protection (Victoria): 1300 360 462
- Child FIRST / Orange Door (local family support services)
- Police: 000 (emergency)

Our team can also help connect you with appropriate supports if needed.