

I. Fab Nannies Policies and Procedures

A. Client Complaints Policy

1. Policy

Fab Nannies recognises that effective complaint management and equitable and transparent review processes contributes to a positive experience for all parties. Clients should feel confident that their complaints about processes, services received or concerns about the behavior towards them or their children matter and will be addressed appropriately, fairly and in a timely manner by a Fab Nannies staff member of whom the complaint is not about. Clients should also be confident that they will not be penalised or disadvantaged as a result of lodging a complaint.

2. Purpose

This policy is designed to ensure that client complaints are resolved promptly, with sensitivity to all parties, and in accordance with the principles of procedural fairness.

3. Scope

This policy applies to all clients past and present, staff past and present and relates to all services and the manner in which services were administered.

4. Procedure

When a Client is placing a complaint for any reason. We encourage the use of a 5 step process.

As the client can choose where in the process they wish to place the complaint, we will acknowledge the complaint in writing when received, we will then contact the other party involved in the allegations to allow them the opportunity to present their side of the matter. We endeavor to resolve the complaint within 10 days in remaining un bias and fair. The client lodging the complaint will also be given notice of an outcome or delay of an outcome.

Step 1: Discussion:

At Fab Nannies we understand the desire for an outcome once a complaint has been laid and endeavor to resolve the complaint informally within 10 working days whenever possible through discussion between the Client and the Fab Nannies staff member or contractor directly responsible for the decision or behaviour that is the subject of the client's complaint.

The complaints should be raised promptly via email, phone or direct conversation. It is the responsibility of both parties to explore options for resolving the issue as soon as possible after it has been raised and to do so in a courteous and respectful manner.

It is acknowledged that in some circumstances, clients may not feel comfortable raising their complaint directly with the individual/s who is the subject of the complaint. Therefore there is no compulsion to resolve complaints informally. Clients have the option of requesting a formal review by another team member from Fab Nannies.

Step 2: Formal Complaint

If the issue cannot be resolved informally, or if the client is dissatisfied with the initial decision regarding the matter, they may ask for a formal review of their complaint by completing a Complaint Form which

is available online as an interactive document at www.fabnannies.com.au which can then be e-mailed to admin@fabnannies.com.au. The completed form must include a clear statement of the grievance, including all relevant facts, supporting documents and must specify the resolution the client is seeking. These will be reviewed and decided by:

- Fab Nannies Administration; or
- Fab Nannies Director

Step 3: Internal Review:

A client may request a review of the outcome of their formal complaint if they believe that the results are unfair or incorrect at which point another individual within Fab Nannies management will be appointed to review the outcome of the formal complaint. Once the internal review has been requested, notice of the outcome will be within 10 days. Should there be a delay in the process the Client will be notified in writing.

Step 4: External Review:

Clients can seek other external reviews or appeals by seeking assistance from agencies such as the Ombudsman, relevant Commission or the Office of Fair Trading.

<https://www.qld.gov.au/contact-us/>

<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/fair-trading-services-programs-and-resources/fair-trading-services-and-contact-information/contact-us/>

Step 5: Corrective Action:

Within 10 days of the resolve of the complaint, Fab Nannies will evaluate what needs to be adjusted to minimise the possible reoccurrence of the same complaint. Fab Nannies welcomes the opportunity for continuous improvement in any area of operation.

Should a resolution and outcome take longer than 10 days the student will be informed on a regular basis until it has been reached, however if the resolution and outcome not be reached within 60 days a student must be notified in writing of the delay and reason.

5. Recording of Complaints

In order for Fab Nannies to continue to meet the needs of the client, it is prudent we maintain a record of complaints to ensure we are assessing and adjusting practices and processes. Complaints are filed in a secure location to keep the privacy of our clients at the upmost level.

6. Applicable Regulations

<https://www.qld.gov.au/families/babies/childcare/types/pages/nannies.html>

7. Created By:

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8. To be reviewed

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