

Inclusion Support Program

Inclusion Support QLD is funded by the Australian Government to provide Inclusion Agency support and is managed by KU Children's Services, in partnership with Cairns and District Child Care Development Association

How to Raise your Concern or Complaint

*Inclusion Support QLD
Complaint Management Process*

**Contact us for
further information**

T 1800 811 039

E inclusionsupportqld@ku.com.au

www.inclusionsupportqld.org.au

All images and artwork are from KU Services
© KU Children's Services 2023





"Open communication between you and our staff is vital for our partnership to be successful"



Inclusion Support QLD Complaint Management Process

A concern or complaint in relation to the activities of an Inclusion Hub could be about:

- ▶ any aspect of the service provided, or not provided
- ▶ the behaviour or decisions of Inclusion Hub team members and how they have been communicated
- ▶ practices, policies or procedures
- ▶ the way in which a concern or complaint has been managed

The following steps will help you to address these:

Step 1

Raise your concern or complaint with your Inclusion Professional as soon as possible. If you are not satisfied with the outcome, or if you are not comfortable speaking directly to your Inclusion Professional, then talk to the Inclusion Hub Manager.

Contact the relevant Inclusion Hub Manager by calling the Inclusion Hub office directly. If you do not have any contact details, call **1800 811 039** or email **inclusionsupportqld@ku.com.au** and an Inclusion Support team member will provide the contact details required.

The Inclusion Hub Manager may be able to speak to you immediately or they may suggest a time to meet. They will talk with you about the issue, how it will be managed and the timeframe for responding.

Step 2

If you do not wish to speak to any of the Inclusion Hub team members, or you are not satisfied with the outcome following Step 1, then please call the QLD State Manager on **0417 269 744** to discuss your concern or complaint.

The QLD State Manager will gather information from all parties. (You may be asked to put your concerns or complaints in writing as part of this process). The QLD State Manager will then advise you of further action and timeframes.

Step 3

If you are not satisfied after Step 2, please contact the KU General Manager Inclusion Programs on **02 9268 3982**.

If your concern or complaint remains unresolved, contact the KU Chief Executive Officer on **02 9268 3904**.

Further Action

If your concern or complaint remains unresolved with Inclusion Support QLD, please contact the Inclusion Support Program Management team, Australian Government Department of Education at:

Email: InclusionSupportProgram@education.gov.au