



Compliments, suggestions and complaints

Sensational Kids works hard to provide a professional, reliable and friendly service to our clients. We love to hear feedback as this helps us to improve our service to you - we want you be extraordinarily happy!

We understand however that sometimes things don't go right. We are committed to quickly addressing any issues with our service, products or team. Any feedback will be treated confidentially and any complaints will be handled in an efficient, confidential and professional manner. Complaints, suggestions and feedback can be handled in several ways.

In person or on the phone

- Talk to a member of our team if you are comfortable doing so. This can be your therapist or one of our clinic administrators. They may be able to help resolve the issue quickly and easily or provide assistance should you wish you seek to discuss the issue with a manager.
- Speak with our management team located at each of our clinic sites.

In writing

- Put your complaint in writing using the form attached
- If your complaint is complex or complicated we may ask you to put this in writing so that we can clearly look at issue
- You can choose to make an anonymous complaint but will be not be able to reply to your complaint.
- Written responses can be either posted, emailed, faxed or provided in person to our clinics.
- Compliments can be provided on our feedback cards available at reception, or via email.

Contact information

Email: info@sensationalkids.com.au

Ormond (03) 9578 7560 | Fax: (03) 9578 7580
4/600 North Road, Ormond 3204

Kensington (03) 8560 4050
70 Robertson Street, Kensington, VIC 3031

If we are unable to assist with a complaint there are other agencies that can help:

NDIS participants can contact The NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677.

Disability Services Commissioner Telephone: 1800 677 342 (free call). TTY service for people with hearing or speech difficulties: Telephone: 1300 726 563.

Department of Education and Training: 03 9637 2000.

The Complaints Resolution and Referral Service : 1800 880 052.

Department of Health and Human Services Telephone: 1300 884 706



Suggestions, feedback or complaint

Is this about:

- Sensational Kids in general?
- A Sensational Kids service? If yes, which service? _____
- A Sensational Kids team member? If so, what is their name? _____

What is your relationship to Sensational Kids?

- I am a person with a disability and I receive/ do not receive services from Sensational Kids
- I am a family member/ friend of a person who receives services from Sensational Kids
- I am a family member/ friend of a person who used to services from Sensational Kids
- I work for a government body, am an advocate or work for an advocacy organisation
- Other: _____

Do you want us to contact you? Yes | No

If yes, please provide your contact details:

Name: _____

Phone number: _____

Email address: _____

What is it you would like us to know?

What would you like to happen? Phone call | Email | Nothing - feedback only

Please send this form to:

The Manager Sensational Kids info@sensationalkids.com.au

Postal address: 4/600 North Road Ormond, VIC. 3204 Ph: 9578 7560

If you need help translating this form please call the Translating and Interpreting Service (TIS): 13 14 50