

# How to make a complaint or provide feedback



Very Special Kids is committed to providing you with the best possible care and support. However, we understand that occasionally you may be dissatisfied with our services and encourage you to tell us about any issues you might have so that we can improve the way we do things. We also love to hear from you when you have been particularly happy with the service you've received, or when you have any suggestions about how we can do things better.

## When and how to make a complaint

We suggest that you make a complaint if you are dissatisfied with any aspect of the care or support you have received from Very Special Kids. It is usually preferable to make the complaint as soon as possible, and if you feel comfortable, to do so with the person concerned in the first instance.

We understand that sometimes it may feel difficult to make a complaint. If this is the case, you may like to ask a friend or relative to act on your behalf.

We treat all complaints seriously and will deal with your complaint respectfully, confidentially and as quickly as possible. Sometimes we may need to take some time to investigate your complaint further, but we will keep you informed of the progress of any investigations.

Please be assured that making a complaint will not have any negative impact on the services you or your family receive from Very Special Kids.

## What to do if you want to make a complaint or provide feedback

### Step 1

Speak directly to the area of the organisation in which the complaint arose, or to which the feedback relates. If you do not feel comfortable doing so or you are not satisfied with the outcome, please go to Step 2.

### Step 2

You can provide a complaint or feedback verbally by contacting the Complaints and Feedback Manager on 1800 888 875 or 03 9804 6222.

Written complaints and feedback can be provided by obtaining a Complaints, Comments and Compliments Form from our website, by collecting one from VSK in person or by phoning 1800 888 875 or 03 9804 6222.

Once completed, please post your form to:

Complaints and Feedback Manager  
Very Special Kids  
321 Glenferrie Road  
Malvern, Victoria 3144

OR email your Complaints, Comments and Compliments Form to: [feedback@vsk.org.au](mailto:feedback@vsk.org.au)

Once we receive your complaint or feedback, the Complaints and Feedback Manager will contact you to discuss it further should you wish to do so. If we have been unable to resolve your concerns after this discussion, please go to Step 3.

### Step 3

If you are not happy with how your complaint is being handled, you can contact the Chief Executive Officer.

Chief Executive Officer  
Very Special Kids  
321 Glenferrie Road  
Malvern, Victoria, 3144

Once we receive your complaint we will contact you.

### Step 4

If you feel your complaint has not been dealt with appropriately by Very Special Kids, you may contact the:

#### Health Complaints Commissioner (Victoria)

Tel: 1300 582 113

Website: <https://hcc.vic.gov.au/>

#### Fundraising Institute of Australia

Tel: 1300 889 670

Website: <https://fia.org.au/fiacode/complaints/>

Thank you for your feedback.