

Complaint and Dispute Resolution Procedure

Our commitment to you

We commit to providing world-class holistic health care, education and community-based support services to children 18 years old and under, their parents, carers and families. PNS values feedback, including complaints, as we believe it will improve our services to you. We commit to being fair, transparent and professional when dealing with your feedback.

What to do if you have a complaint?

Step 1

Raise the issue to the relevant staff member or volunteer, who will try to resolve the issue if he or she is able to. In dealing with complaints, our staff and volunteers commit to:

- identifying, preventing and resolving issues at the earliest opportunity; and
- effectively managing feedback, complaints and grievances to support a good outcome for those involved.

Step 2

If you are not satisfied with the resolution, please email your complaint and details to the following email address:

Company.Secretary@paediatricnursingservices.org.au

We commit to responding to your email within 3 business days to confirm receipt of your complaint. Further to the initial email, we may also contact you for further information about your complaint.

Step 3

We aim to resolve your complaint within 20 business days, provided we have all of the necessary information to be able to investigate your complaint. If we need more time, we will inform you of the required timeframe to arrive at a resolution.

Step 4

If the matter is not resolved to your satisfaction by our complaints and dispute resolution procedure, you may wish to take your complaint to the Health and Disability Services Complaints Office (HaDSCO).

Further information on how to make a complaint with HaDSCO can be found on their website: www.hadsco.wa.gov.au

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