



Brisbane | Ipswich | Logan | Gold Coast

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Complaints & Feedback Policy

1. Purpose

Ironbark Adventure Mentoring is committed to providing high-quality outdoor mentoring services in a safe and supportive environment. This policy ensures that concerns, complaints, and feedback are addressed fairly, promptly, and transparently, in accordance with legal obligations and best practice child safety standards.

2. Scope

This policy applies to:

- Participants, families, carers, and guardians.
- Business owner (current sole operator).
- Future staff, contractors, or volunteers.
- All services and activities delivered by Ironbark Adventure Mentoring.

3. Principles

- **Transparency:** All complaints will be treated seriously, confidentially, and respectfully.

- **Fairness:** Complaints will be investigated impartially.
 - **Responsiveness:** Complaints will be addressed promptly.
 - **Child Safety:** Complaints related to child protection or participant safety are prioritised.
 - **Continuous Improvement:** Feedback will be used to improve services.
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4. How to Make a Complaint or Provide Feedback

Complaints or feedback may be made:

- **Directly:** Speak with the business owner (preferred initial approach).
 - **In Writing:** Complete the **Complaints Form** provided at service sign-up or available on request.
 - **Email:** hello@ironbarkadventure.com.au
 - **Phone:** 0427 802 078
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5. Complaints Handling Procedure

1. **Receipt of Complaint** – Complaint acknowledged within **48 hours**.
2. **Assessment** – Determine the nature, severity, and required action.
3. **Investigation** – Collect relevant facts, documents, and statements.
4. **Resolution** – Provide a clear response outlining findings and any corrective actions.
5. **Follow-Up** – Ensure agreed actions are implemented and monitor outcomes.

Complaints involving child safety or abuse will also be reported to relevant authorities immediately in line with the **Child Safe Policy** and **mandatory reporting obligations**.

6. External Escalation

If a complaint cannot be resolved internally, participants or families may escalate to:

- **NDIS Quality and Safeguards Commission** (for NDIS-related supports)
 - **Queensland Ombudsman**
 - **Queensland Human Rights Commission**
 - **Office of the Australian Information Commissioner (OAIC)** for privacy issues
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7. Record Keeping

- All complaints, investigations, and outcomes are documented securely.
 - Records are kept for a minimum of **7 years** or longer if required by law.
 - Information is stored in line with the **Privacy Policy**.
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8. Review

This policy will be reviewed annually or following a serious complaint to ensure ongoing effectiveness and compliance.

Approved By: Reed Buckley

Date: 01/10/2025

Next Review Date: 01/10/2026