



Complaints and Grievance Policy

VERSION

2.0

DATE

September 2026

REVIEW DATE

September 2027

POLICY OWNER

Simon da Roza

Acknowledgement of Country

eXceptional Learners acknowledges the Gayamaygal and Guringai peoples as the Traditional Custodians of the land on which we work and live in Dee Why and on the Northern Beaches of Sydney. We pay our respects to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples. We are committed to creating inclusive, culturally safe services for all.

1. Purpose

eXceptional Learners values open, honest communication. Concerns are taken seriously and addressed fairly, promptly and confidentially. Feedback and complaints are treated as information about how the service can be better, not as a nuisance.

2. Principles

- Every complaint is taken seriously and handled with respect
- **No person will be disadvantaged for raising a concern.** Making a complaint will not affect the service you or your child receives, now or later.
- You may bring a support person, family member or advocate to any stage of the process
- Complaints may be made anonymously, although this may limit what can be resolved
- Complaints involving child safety trigger mandatory reporting obligations, which take precedence over this process
- Outcomes are communicated clearly, in writing, and in plain language

3. Children and young people

A young person can complain about their own support

Young people receiving support have the right to raise a concern about it, and do not need an adult's permission to do so. A concern can be raised in whatever way is easiest — spoken, written, drawn, or through someone they trust.

A young person who raises a concern is told what happened as a result, in terms they can understand.

4. Step one — informal resolution

Within 5 business days. Raise the concern directly with Simon da Roza, in person, by phone or in writing. Most matters are resolved quickly through an open conversation, and this is nearly always the fastest route.

5. Step two — formal written complaint

Acknowledged within 2 business days, answered within 10. If the matter is not resolved informally, put it in writing to **simon@xceptionallearners.com**. It helps to include:

- What happened, and when
- Who was involved
- What has already been tried
- What outcome you are looking for

Receipt is acknowledged in writing within 2 business days, and a written response follows within 10 business days. If more time is genuinely needed, you will be told why and when to expect an answer.

6. Step three — external review

If you are not satisfied with the outcome, you may take the matter further at any time. You do not need permission, and you do not need to complete the steps above first.

- NDIS Quality and Safeguards Commission — 1800 035 544 — NDIS-funded supports, and conduct under the NDIS Code of Conduct
- Office of the Australian Information Commissioner — 1300 363 992 — privacy and information handling
- Australian Human Rights Commission — 1300 656 419 — discrimination and human rights
- NSW Fair Trading — 13 32 20 — service and contract disputes
- NSW Child Protection Helpline — 132 111 — concerns about a child's safety

7. Recording and learning

Every formal complaint is recorded: what was raised, what was done, what the outcome was, and what changed as a result. Complaint records are held for a minimum of seven years and are kept separately from client service records.

Complaints are reviewed annually to identify anything systemic — a pattern matters more than any single incident, and is the main reason for keeping the record at all.

8. Availability and review

This policy is available free of charge on request and is published on the eXceptional Learners website. It is reviewed annually.

APPROVED BY

DATE

Simon da Roza · Principal Practitioner, eXceptional Learners