



Connected Kiddos- Complaints and Feedback

Our Approach

Connected Kiddos values feedback from children and families. Feedback helps strengthen services and ensures children feel safe, respected and heard.

Concerns, complaints or suggestions for improvement are welcomed and will be responded to respectfully and in a timely manner.

Raising a concern will not negatively impact your access to services.

How to Raise a Concern

You can raise a concern:

- In person
- By phone
- By email

Concerns will be acknowledged promptly and reviewed carefully.

Where appropriate, a plan to address the concern will be discussed with you.

All complaints relating to child safety, professional conduct or privacy will be documented.

If You Prefer to Speak to Someone Else

You have the right to raise concerns externally at any time.

You may contact:

NDIS Quality and Safeguards Commission

For concerns about the quality or safety of NDIS supports.

Queensland Police

If there are immediate safety concerns.

**Department of Child Safety (Queensland)**

If you believe a child is at risk of harm.

Australian Association of Social Workers (AASW)

For concerns regarding professional conduct or ethical practice.

Contact details for these agencies are available on their respective websites.

Child Safety Concerns

All concerns relating to child safety are taken seriously.

If there is reasonable suspicion that a child is experiencing harm or is at risk of harm, Connected Kiddos may be required to contact external authorities in accordance with legal and ethical obligations.

Child safety concerns are not managed informally.

Continuous Improvement

Feedback informs ongoing service development. Policies and procedures are reviewed regularly to ensure services remain safe, respectful and aligned with legislation.

Effective: 15 February 2026

Next Review: February 2027