



Complaints and Feedback Form

The Psychology Hub greatly values your feedback, whether it be a compliment, complaint, or just a general comment on the services you receive, or our organisation as a whole. We are committed to good governance, strong management, and providing services that meet your needs. Your feedback can be used in a number of ways, not only to address an issue regarding your services, but also to help us improve overall (e.g. by changing our processes, or feeding into our strategic plan).

Feedback details

Compliment

Complaint

Comment /
Suggestion

I am a...

Client

Family member /
representative

Staff member

Other

Please specify:

Please provide your feedback below:

Please indicate how you would like us to respond to your feedback:

If the complaint is simple it may be resolved straight away. If the complaint is more complex it may take longer to resolve. We will always acknowledge complaints within 14 days of receiving them. Where applicable we will advise you of the person handling the complaint and their contact information. Complaints will be effectively assessed, investigated, and in all but exceptional circumstances a response will be provided within 45 days and you will be informed of the outcome in person, over the phone or in writing

Thank you for your feedback.