

Participant/Client Complaint Procedure

Introduction:

This complaint handling procedure is designed to ensure that the concerns of individual members of the public are treated seriously and are addressed promptly and fairly. Feedback is always welcome, whether positive or negative, to enable service improvement. This policy sets out our process for addressing complaints.

Complaint: A complaint is an expression of concern, dissatisfaction or frustration with the quality or delivery of service, a policy or procedure, or the conduct of another person.

- There is no financial charge for making a complaint.
- Clients are encouraged to complain if they are dissatisfied or feel aggrieved.
- Complaints are treated confidentially, and there will be no adverse repercussions for a complainant.
- Complaints are valued by The Psychology Hub because they help it improve its policies, systems and service delivery.

Who can make a complaint?

- A service user (client/patient)
- A service users parent/guardian/caregiver
- An advocate
- A community visitor
- A professional
- A member of the public

What can I make a complaint about?

- You can make a complaint to The Psychology Hub about any aspect of its business or the services it provides directly
- You can make a complaint about a health practitioner

Making a complaint

Any person may make a complaint and you are more than welcome to have an advocate or someone make the complaint on your behalf. To enable the timely consideration of a complaint, specific details of the incident, conduct or behaviour giving rise to the complaint should be provided.

Who do I make a complaint to?

- You can make a complaint to any Psychology Hub staff member, by email (info@thepsychologyhub.com.au), phone (1300 3666 14), post (3/9 Discovery Drive North Lakes, QLD 4509), using our contact us form on our website or completing out complaints/feedback form (also on the website)
- If the complaint is about a staff member, where possible it will be handled by another staff member
- You can make a complaint to our director
- If the concern is not resolved and in the case of concern regarding a health practitioner's professional conduct or the clinical care and treatment of a patient, contact The Office of the Health Ombudsman via phone 133 646, email complaints@oho.qld.gov.au, or write PO Box 13281 George Street Brisbane QLD, 4003. For further information go to oho.qld.gov.au
- NDIS participants can lodge a complaint with the NDIS Quality and Safeguards Commission by Phoning: 1800 035 544

Or completing a [complaint contact form](#) on their website www.ndiscommission.gov.au

What should I include in my complaint?

- **Be fair:** It is important to let the person know that you are contacting them because of some concern or dissatisfaction. Remember that the other person may have no idea that there was a problem and may need time to look into it before they can respond to your concerns.
- **Be clear:** Before you contact The Psychology Hub, be clear about what issues and concerns you have. The following questions may guide you.
- **State who was involved:**

- your name and contact information
- whether you are acting on behalf of someone else – if so, state their name and your relationship to them (for example, friend, son, wife)
- The name and title of the health provider/s involved, if you do not contact them directly
- The name and contact details of anyone else who was a witness or has relevant information.
- **State what happened and your concerns:**
 - Briefly describe the events leading to the complaint and state relevant dates and times.
 - List your specific concerns (for example, problems with your medication, concerns about your treatment, lack of information about treatment options). Start with the most important concern.
- **State what your expectations are:**
 - Be clear about what you are hoping to achieve (for example, an apology, information about your condition, an explanation, or options for further treatment). Let them know whether you prefer a meeting, a written reply or to talk about the matter on the telephone.

What happens once I make a complaint?

- 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
- If you would like the complaint actions or findings to be better explained a follow-up will be offered

What happens if I'm not happy with the outcome?

- Each organization has their own processes if an individual is not happy with the outcome of a complaint. It is recommended you go to the relevant agency site for further actions.
- Alternative agencies are provided below where complaints can be made.

