



CLIENT COMPLAINTS POLICY

Authorised by: Board of Directors	Approval Date: July 2022	Review Date: June 2025
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1. Policy

The procedures outlined in this Complaint Policy ('Policy') aim to achieve consistent treatment in the handling of complaints and provide a process to follow in the event a complaint arises. We value complaints as they assist us to improve our service provision.

2. Purpose and Scope

This policy (dated 30 June 2022) replaces all other complaint policies (whether written or not). This Policy applies to all clients of Raise the Bar Psychology. Raise the Bar Psychology may at its sole discretion, on a case by case basis, alter the manner in which the process outlined in this Policy is conducted to ensure it suits the particular complaint.

3. References

4. Definitions

Complaint

A complaint can be based on any type of problem or concern related to the provision of a product or service. A complaint can be about any act, behaviour, omission, situation, or decision impacting on a consumer, which the consumer believes is unfair or unjustified.

A complaint may relate to almost any aspect of a service, for example:

1. Suitability of product or service provision to their needs
2. Cost of product or service
3. The manner in which product or service is delivered
4. Provision of adequate information regarding a product or service
5. Timeliness of product or service provision

5. Dealing with complaints

Raise the Bar Psychology will endeavour to ensure that clients have access to processes for the resolution of genuine complaints related to the goods or services they are receiving.

As such, Raise the Bar Psychology will use its reasonable endeavours to:

1. encourage clients to come forward with complaints;
2. deal with complaints in a supportive way, without victimisation or intimidation of any person connected with the complaint;

3. encourage fairness, impartiality, and the resolution of complaints as reasonably promptly and as close as possible to the source of the complaint; and
 4. have staff (where applicable) seek to prevent and resolve complaints
 5. resolve all complaints within seven (7) days
 6. ensure the client is informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.
- Where a complaint arises, Raise the Bar Psychology will endeavour, if appropriate, to resolve the complaint in line with the following procedure:

6. Complaint Procedure

Preliminary steps

1. Record the complaint – All complaints made, verbal or written will be recorded in the Complaint Register at the time the complaint is made, or as soon as practicable. When taking a complaint, the following details are recorded: Name and contact details of the complainant, and full details of the complaint including the date. All communication and any actions taken will be recorded in the same place.
2. Attempt to resolve the complaint yourself. If the consumer feels comfortable in doing so, they should attempt to address the issue directly with the person(s) involved in the complaint. The complainant may discover that the other person was not aware of their complaint and the matter may be able to be resolved directly.
3. If the consumer does not feel comfortable talking to the person(s) involved, or they have attempted to and it was ineffective in resolving the complaint, or if there is no other person involved in the complaint, the consumer should report the complaint to a Raise the Bar Psychology Contact Person.

The Contact Persons include:

Practice Manager Lydia Chisholm. E: info@raisethebarclinic.com.au. T: 1300 785 662

4. After a complaint is lodged, the Contact Person will use reasonable endeavours to conduct an initial meeting with the client to:
 - a. obtain information about the consumer's complaint and what they consider will resolve it;
 - b. explain how the complaint procedure works;
 - c. decide if they are the appropriate person to handle the complaint. This includes considering whether they have the necessary authority and can deal with the complaint in an impartial manner. If the Contact Person feels they cannot effectively handle the consumer's complaint they will refer the matter to another more appropriate individual/entity.
5. Where it is not practical to conduct such a meeting, the Contact Person may carry out these steps by telephone or written correspondence.
6. Once the client has reported the matter to a Contact Person, that person may commence one of the procedures outlined below that is regarded as suitable for dealing with the complaint.

Step 1

Informal procedure – The informal procedure involves a range of informal actions to resolve the complaint. Such actions will depend on the individual circumstances of the complaint. Possible actions include, but are not limited to:

- the Contact Person discussing the issue with the person against whom the complaint is made; and/or
- the Contact Person facilitating a meeting between the parties in an attempt to resolve the issue and move forward.

Many complaints are able to be resolved through the informal procedure. However, in circumstances where the Contact Person considers the informal procedure is not appropriate, and the complaint is sufficiently serious, the complaint may be escalated to an external party.

Step 2

If you are not satisfied with our handling of your complaint internally, or our internal process presents a conflict of interest, you are entitled to pursue an external method of review. These methods include:

Australian Health Practitioner Regulation Agency (AHPRA):

AHPRA online complaints form: www.ahpra.gov.au/Notifications.aspx

Telephone: 1300 419 495

Website: www.ahpra.gov.au

National Health Practitioner Ombudsman and Privacy Commissioner

The Ombudsman deals with complaints about the bodies responsible for implementing Australia's national health practitioner regulation scheme. They ask that you first raise your concerns with the body that is the subject of your complaint (for example, AHPRA) in order to provide them with an opportunity to resolve your concerns.

Telephone: 1300 795 265

Email: complaints@nhpopc.gov.au

Mailing Address:

National Health Practitioner Ombudsman and Privacy Commissioner

Level 22, 50 Lonsdale Street

Melbourne, Victoria, 3000

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