



AMHERST PSYCHOLOGY

Client Feedback and Complaint Process

Amherst Psychology aims to provide a professional, inclusive and safe environment for all people engaging with our service. In connection with this, we value and welcome all voices that will enable us to develop and improve our service. We take all forms of feedback seriously, including complaints or concerns, and ensure complaints or concerns are addressed promptly and fairly. This procedure sets out the process for receiving feedback and addressing complaints.

Summary

Please get in touch via email, phone, post or via our contact form on our website to let us know about any aspect of our service that has concerned or delighted you. For complaints, please include all relevant details (who, when, where, what, etc.) and the outcome you expect. Wherever possible our Clinical Manager will respond to concerns within 14 days.

What is feedback?

Feedback is when you tell someone about:

- A problem
- Something they have done well
- How they could do something better

What is a complaint?

A complaint is when you let us know something has gone wrong with the service we've provided.

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

- Clients are encouraged to complain if they are dissatisfied or feel aggrieved.
- Personal information related to a complaint is kept confidential and only used for the purposes of addressing the complaint and any follow-up actions.
- Complaints are valued as they help us improve procedures, policies, systems, service delivery and conduct.

Who can provide feedback or make a complaint?

Essentially, anyone who is in contact with Amherst Psychology may provide feedback or make a complaint. This includes but not limited to:

- client
- client's parent/guardian/caregiver
- professionals
- professional or representative of another service or organisation

What can you provide feedback or make a complaint about?

You can provide feedback or make a complaint about any aspect of Amherst Psychology's business or service, including any team member.

Who do you provide feedback or make a complaint to?

- You can provide feedback or make a complaint addressed to Amherst Psychology's Clinical Manager by any of the following ways:
 - Email (info@amherstpsychology.com.au)
 - Phone (08 9456 0411)
 - Mail (Amherst Psychology, Suite12, 2 Batman Road, Canning Vale WA 6155)
 - The 'Contact us' form on our website (www.amherstpsychology.com.au/contact-us)

What to include in a complaint?

- Let the Clinical Manager know you are contacting them about a concern or complaint.

- Include specific details of the issue or concern you have, i.e., the incident, conduct or behaviour giving rise to your complaint.
 - 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 (e.g., friend, son, wife etc.).
 - The name of the team member or psychologist your concern or complaint is related to (if you know the team member's name)
 - The name and contact details of anyone else who has relevant information.
 - State what happened and your concern(s):
 - Tell us what happened, where and when, including venues, dates and times, if possible.
 - List your specific concern(s).
 - State what your expectations are:
 - Let us know what you would like to see happen as a result of your complaint (e.g., an apology, additional information, an explanation, or options for further treatment etc.). Let us know whether you prefer a written reply or to talk about the matter on the phone or in person. Please include your contact details if you would like someone to contact you.

What happens once you've made a complaint?

- We will acknowledge receipt of your complaint within 2 business days of receiving it.
- We will advise you that the Clinical Manager will be handling the complaint and provide you with details about how you can contact them.
- Complaints will be assessed, investigated, and in all but exceptional circumstances a response will be provided within 14 days.
- As part of our investigation, we may review records of the care provided to you, liaise with those mentioned in your complaint, their supervisor/s, and other team members as deemed appropriate to address your concerns.
- You will be informed of the outcome in person, over the phone or in writing— whatever method you prefer. If you would like the complaint actions or findings to

be better explained, a follow-up meeting or phone call with the Clinical Manager will be offered.

- If your complaint is about the Clinical Manager, your complaint will be handled by one of the Directors of Amherst Psychology.

What happens if you are not happy with the outcome?

- If your complaint was handled by the Clinical Manager and you're not satisfied with the outcome you may ask to discuss your concern with one of the Directors of Amherst Psychology.
- If you're not satisfied with the outcome and you have attempted resolution with the Clinical Manager and Directors of Amherst Psychology, you may wish to contact:
 - Health and Disability Services Complaints Office (HaDSCO). This is a free service for complaints about health, disability (not provided by the NDIS) and mental health services provided in WA or the Indian Ocean Territories:
 - <https://www.hadSCO.wa.gov.au/>
 - 1800 813 583
 - NDIS service-related complaints:
 - <https://www.ndiscommission.gov.au/complaints/make-complaint-about-provider-or-worker>
 - 1800 035 544
 - The Psychology Board of Australia: The Australian Health Practitioners Regulation Authority (AHPRA) processes complaints against registered health practitioners, including psychologists:
 - <https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx>
 - [1300 419 495](https://www.ahpra.gov.au/Notifications/Concerned-about-a-health-practitioner.aspx)
 - Specific complaints about Medicare claims:
 - [Services Australia - Complaints](https://www.servicesaustralia.gov.au/complaints)
 - 1800 132 468