

Complaint Handling Policy

Client Complaints

Policy Statement

TGC aims to provide a high standard of service, and we encourage feedback (including complaints) to help improve the services on offer for all families and individuals to ensure all experiences are a positive one.

This policy outlines the process for making a formal complaint and how to have your concerns addressed in an appropriate manner.

Please note, inappropriate and aggressive behaviour towards our staff will not be tolerated.

This policy will be reviewed regularly and updated as necessary. If you have any questions regarding anything outlined in this policy, our staff will happily assist you.

Applicability of the Policy

This policy applies to all TGC employees.

Fair and reasonable treatment

All complaints made to TGC will be resolved fairly and efficiently. Anyone making a complaint will be treated fairly, with courtesy, consideration and respect. We will maintain impartiality, confidentiality and transparency when we manage all complaints. We will handle all records in accordance with the Privacy Act 1988.

We will treat all complaints in conjunction with our Terms and Conditions and legislation applicable to our services.

Responsiveness/Efficiency

We will endeavour to respond to all complaints as soon as possible. If the matter is complex or delays are expected, families/individuals will be notified and kept updated on the progress of the complaint as we work towards a resolution.

Accountability and reporting

It is a condition of employment that all employees are made aware of the service standards and procedures set out in all policies/terms and conditions.

Reports will be provided to the Practice Manager/Director/Principal Psychologist as complaints are received. All complex/ongoing complaints will be documented with details, decisions and actions taken on an official file.

Procedure for handling complaints

1. First point of contact

This will be the first time a complaint is brought to TGC's attention. Complaints can be made to Clinicians directly or to other staff. If the complaint is relating to a simple misunderstanding or to provide feedback, the matter may be resolved during this first point of contact.

2. Referral to the Practice Manager

If the matter is unable to be resolved in the first point of contact, the matter will be referred onto the Practice Manager. The role of the Practice Manager is to:

- Assist staff and person making a complaint in the complaints-handling process



- Maintain a record of complaints received
- The Practice Manager will inform the Director/Principal Psychologist of new complaints and their outcome. If the complaint in question is a conflict of interest for the Practice Manager, the complaint will be referred directly to the Director/Principal Psychologist for resolution.

3. External Review

If families/individuals are dissatisfied with the outcome or handling of a complaint, at any stage you are entitled to peruse an external method of review (if the matter is not privacy related).

External avenues include (but are not limited to):

- Mediation and Arbitration
- The Commonwealth Ombudsman
- Australia Psychological Society
- Australian Health Practitioner Regulation Agency (AHPRA)

While you are welcome to use these methods at any time, we strongly recommend you use internal review options before seeking further external assistance. External reviews timeframes are out of TGC's control and we cannot guarantee complaints will be resolved in a prompt manner.

Steps involved for handling complaints

1. TGC will acknowledge your complaint and tell you the process for making a formal complaint. The person making the complaint will be provided with contact details for whom will be assisting with the complaint.
2. The Practice Manager/Director will determine the nature of the complaint and determine the best approach moving forward.
3. The Practice Manager/Director will investigate to ensure we have all relevant information. This may involve interviewing staff members involved, clearing up any misunderstandings or seeking legal advice.
4. All decisions/action taken will be documented.
5. Person/s involved in making the complaint will be notified of any decisions or findings relating to their complaint. We will provide options for how we can resolve the matter. If the person/s involved is not satisfied with the outcome and a resolution cannot be reached, they may peruse the complaint externally or request the findings/decisions be reviewed.
6. If complaints have identified any internal flaws/issues, we will use this feedback to review policies and procedures to make any changes to areas that can be improved.