

Complaints Form



**STRONG
MINDS**
PSYCHOLOGY

Your formal complaint is welcomed and will be treated confidentially. We appreciate you completing this form so that we can respond to your complaint. There is additional information about how your complaint will be managed on the other side of this form.

| | |
|--------------------------|--|
| Date Complaint Submitted | |
|--------------------------|--|

| | | | |
|---|---|-----------------------------|-------------------|
| Name of person completing this form: | | | |
| Are you a: | Child/young person; Family member; Staff member; Support person/advocate; Other | | |
| Name of person making the complaint: | | | |
| Are you a: | Child/young person; Family member; Staff member; Support person/advocate; Other | | |
| Address: | | | Post Code: |
| Phone No: | | Email: | |
| Tell us about your complaint: | | | |
| What happened? Please give details: | | | |
| When did it happen? | | Where did it happen? | |
| Who was involved? | | | |

| | | | |
|--|--|--------------|--|
| What outcome are you hoping for? Please give details: | | | |
| Signature (of person completing form): | | Date: | |

OFFICE USE ONLY

- Date: Director/s notified
- Date: Acknowledgement letter/email sent
- Date: Entered into Strong Minds Psychology Complaints Register to follow up

We appreciate you taking the time to let us know about your concerns. Once we receive your complaint, we will then follow the process set out in our Feedback and Complaints policy so that we can work with you to resolve the matter.

What will happen now?

- o We will record your complaint in the Strong Minds Psychology Complaints Register so that we have a record of it.
- o We will acknowledge your complaint within 3 working days.
- o We will identify a contact person at Strong Minds Psychology who can work with you through this process.
- o We will provide those details to you. You can let us know if you would like an alternative contact person.
- o You will be kept informed at all stages of the decision making process.
- o We may need time to properly investigate your complaint.
- o Once the complaint is resolved as far as possible, you will be informed of the outcome by phone, email or letter. We aim to do this within 21 days.

What if I'm not happy or satisfied with the outcome?

If you are unhappy with the outcome or the way a complaint has been managed you can:

- o Contact the person who was dealing with your complaint for more information.
- o Ask the Strong Minds Psychology Directors to review your matter.
- o Seek support from external agencies as listed below at any stage of the complaint management process.

Who else can I contact for support?

If you would like further support or if Strong Minds Psychology is not able to resolve the matter with you, you may approach an external organisation for assistance.

- o Victorian Ombudsman <https://www.ombudsman.vic.gov.au/complaints>
- o Victorian Equal Opportunity and Human Rights Commission <https://www.humanrights.vic.gov.au>
- o Complaints Resolution and Referral Service www.crrs.org.au
- o Australian Human Rights Commission www.humanrights.gov.au
- o NDIS Quality and Safeguards Commission www.ndiscommission.gov.au/
- o Australian Health Practitioner Regulation Agency <https://www.ahpra.gov.au/>

Returning this form

 You can return this form by:

- o Emailing it back to Strong Minds Psychology Complaints Officer melinda.m@strongminds.net.au

Version 1.1 Last updated 9/6/21
(Attention: Complaints Officer)

- Handing it to a staff member
- Mailing it to our Directors at PO Box 566 Yarra Junction 3797.