

Adelaide Hills Inclusive Counselling

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Complaints Management and Resolution Procedure

1. STATEMENT

This service aims to provide respectful and validating care for all. If the service fails in any way to achieve the highest standard of care for any client, we welcome the opportunity to be made aware of the complaint and resolve it to the best of our ability. If we fail to provide a satisfactory resolution to the complaint, this document sets out further steps the client may take to resolve the matter.

2. PURPOSE

This document specifies how you may make a complaint and how we will document and manage complaints. It also provides a means for reviewing and revising work practices to reduce the risk of similar complaints in the future.

3. FREQUENTLY ASKED QUESTIONS

- Do I have the right to complain?
 - You have the right to make complaints about our services and supports at any time
- Who can help me make a complaint?
 - We would be happy to help, if you wish. Otherwise, we can organise an independent advocate for you to help you make a complaint and have it resolved.
- Who can make a complaint?
 - Anyone can, whether it is you, a family member, a carer, or other significant person.
 - You may ask another person to make the complaint for you, such as a family member, carer, friend, advocate, advisor, or any other person
- Must I give my name in a complaint?
 - No, a complaint may be anonymous.
- How do I make a complaint?
 - There are several ways for you to make a complaint:
 - By talking to us face to face

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- By calling us by phone: (08) 7079 4324
- Using your preferred Augmentative or Alternative Communication device
- By email to: scrussell56@gmail.com
- By text message to: (08) 7079 4324
- If you are a NDIS participant and are unable to gain satisfaction by approaching us directly, or feel uncomfortable doing so, you may make your complaint directly to the NDIS Commission using a [Complaint and Feedback form](#). The completed form may be emailed to: feedback@ndis.gov.au, or posted to National Disability Insurance Agency, GPO Box 700, Canberra ACT 2601, or drop your form off at any National Disability Insurance Scheme office: [Office locations](#). Alternatively, you may use any of the means listed on the [NDIS Complaint site](#) (including calling 1800 035 544, or using TTY on 133 677).
- Since the practice is also registered with Psychotherapy and Counselling Federation of Australia (PACFA), and must adhere to the [PACFA Code of Ethics](#), complaints of ethical malpractice may be addressed by filing a [complaint of misconduct](#).
- Otherwise, you can raise your concerns with the Health Care Complaints Commission or health department in your state or territory. We would be happy to help you connect with the relevant body.
- Must the complaint be in English?
 - No. You may make your complaint in your preferred language
- What can I complain about?
 - You can complain about any issue related to the provision of services, such as:
 - whether services were provided in a safe and respectful way
 - whether the service has been delivered at an adequate standard
 - whether your complaint has been treated appropriately
 - how the service provider has responded to a carer or advocate of the client
- If I make a complaint, will it affect how I am treated?
 - Categorically no.
- Will my complaint be treated confidentially?
 - Yes. We will only share the information if we are obliged to by law, by the regulator, by the insurer, or if you give us written consent.
- How long will records of the complaint be kept?
 - We will keep records of the complaint for at least 7 years, including information about the complaint itself, actions taken, and outcomes of actions taken.
 - We may need to keep records longer than 7 years if required to do so by PACFA or by State or Territory health care authorities.

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4. PROCEDURE

If we receive a complaint from you, we will do the following.

1. Send you a written message with the following information:
 - Confirm in writing the receipt of your complaint
 - Tell you what is being done about the complaint, and when you may expect to hear back from us.
 - Offer to talk to you at a time of your convenience
 - Tell you, and the person with disability (if different), how to raise the concern with higher authorities
 - Explain to you any other options you have for raising your concerns
 - Offer to help you raise concerns with the body of your choice.
2. We will assess your complaint by talking with you and any other person who was involved, and by reviewing any relevant notes or documentation.
3. We will work with you to fix the issue, and will keep you informed of the situation and of any action taken. We will try to resolve the issue within 20 business days, or otherwise inform you of why that is not possible, and when to expect a resolution.
4. We will respond to the complaint in an appropriate way, which may include, for instance:
 - a. No further action
 - b. Issue you an apology
 - c. Issue you with a partial or full refund of fees
 - d. Change our policies and procedures to help ensure the issue will not recur
 - e. Help the client transfer to another provider
 - f. Undertake additional training to help avoid the issue from recurring
 - g. We will seek advice from our Supervisor over how to proceed and how to avoid the issue in the future

5. REVIEW OF THIS DOCUMENT

This document will be reviewed annually to ensure it is fit for purpose.

6. DISTRIBUTION OF THIS DOCUMENT

A copy of this document will be made available to clients, their family, carers and advocates (as appropriate).