



INSPIRED PSYCHOLOGY

Feedback and Complaint Management Policy

Inspired Psychology is committed to ongoing improvement of our service and welcome all feedback and complaints as an opportunity to develop.

All feedback and complaints are taken seriously, and we treat all people providing feedback to making a complaint fairly. We undertake the complaints resolution process in a timely manner and are committed to good outcomes for our clients through this process.

This policy outlines the process by which participants can submit feedback or make a complaint and what the responsibilities of all representatives of Inspired Psychology are in addressing this.

Types of complaint

Complaints can be made about any part of our services including about the way we provide services, any decisions we make, how our representatives behave, and any issues with privacy or information storage.

Who can provide feedback or make a complaint?

Anyone can make a complaint including clients, their families and friends, other professionals, advocates for the client or members of the public.

Process of providing feedback or making a complaint.

We seek feedback through customer satisfaction surveys and at specified times during our service (e.g. at the 6 or 10 session Medicare review point, during service agreement changes for the National Disability Insurance Agency).

A complaint can be made to any representative of Inspired Psychology in person, via phone or email. This will always be taken seriously and documented. This will then be forwarded to leadership of Inspired Psychology.

Complaints can also be made to Zoe Briggs, Practice manager via email zoebriggs@inspiredpsychology.com.au or phone 08 8272 6998.

External Agencies

There are a number of other agencies who can be contacted if complainants do not want to speak with a representative of Inspired Psychology or we have not been able to resolve the issue to their satisfaction.

For complaints relating to services under the National Disability Insurance Scheme (NDIS) contact the NDIS Quality and Safeguards Commission on 1800 035 544, or visit <https://www.ndiscommission.gov.au/>

For complaints relating to services under Medicare call 1800 132 468

For complaints relating to a psychologist's practice, our regulatory body the Australian Health Practitioner Regulation Authority can be contacted on 1300 419 495. A complaint can also be made online at <https://www.ahpra.gov.au>

Complaints can also be made to the health and community services complaints commissioner on 1800 232 007 or online at <https://www.hcsc.sa.gov.au/>

Complaints management

The complaints management process is overseen by a senior member of Inspired Psychology staff.

All complaints are monitored using a complaint register. Information about complaint progress towards resolution and any actions are included in this register. The register itself is reviewed on an annual basis to by senior management in order to assist in the identification and management of any systemic organisational issues.

All information about complaints is kept in accordance with our legislative requirements for the storage of personal information.

Complainants are provided with feedback regarding the progress and outcome of their complaint in a timely fashion.