

– PsyAx Feedback, Compliments & Complaints Policy –

What is this policy about?

We believe that all clients have the right to express their opinion about the quality of the service we provide. At PsyAx, we try to make it easy for you to provide us with feedback, compliments, or a complaint. We also want to make it easy for you to know what happens after you provide us with feedback, compliments, or a complaint.

Why are feedback, compliments, and complaints important?

At PsyAx, we take feedback, compliments, and complaints seriously. Feedback, compliments, and complaints improves our understanding of what our clients need and the best way to help them get it. It also helps us get better. As it happens, we have already made changes to how we do things based on feedback we have received in the past. For instance, we developed a set of easy-to-understand factsheets about the different types of assessments we do so that our clients could read these beforehand.

When should I provide feedback, compliments, or a complaint?

We always welcome feedback, compliments, or complaints. You might choose to do this when:

- you really liked something we did for you
- you were really happy with our service
- you thought we should do more of one thing but less of another
- you had some tips on things you thought we could do better
- you felt satisfied or unsatisfied with our service
- you weren't given enough information about our services
- you felt you weren't treated fairly or with respect
- you don't want to continue working with us

How do I provide feedback, compliments, or a complaint?

You can ring us, email us, or post us a letter. Our contact details are as follows:

- phone: 1300 455 677
- email: info@psyax.com.au
- post: PsyAx, Level 27, 101 Collins Street, Melbourne VIC 3000

You can also give feedback, compliments, or complaints at psyax.com.au/feedback and you can choose to leave your name or your feedback can be anonymous.

What happens after I make a complaint?

When we receive a complaint, it is given to the PsyAx practice manager. The practice manager will let you know that we have received the complaint or feedback within two days. The practice manager will then do what is needed to help solve your complaint. They may be in contact with you directly or, if you prefer, contact another person you want us to talk with. (We call this person a “nominated referee”.)

We will try to keep you up-to-date on what we are doing. We try to solve complaints 30 days after we have received them. Sometimes after receiving a complaint, we will change how we do things at PsyAx to try and improve. If we do this, we will then tell all PsyAx staff about the new way to do things.

Depending upon what the feedback or complaint is about, you can also make a complaint or give feedback to the following organisations:

- The Office of the Australian Information Commissioner (www.oaic.gov.au)
- Australian Health Practitioner Regulation Agency (www.ahpra.gov.au)
- The Australian Psychological Society (www.psychology.org.au)
- The National Disability Insurance Scheme (NDIS) (www.ndis.gov.au)

Improving our services

At PsyAx we want to provide you with services that are most appropriate to your needs. Thank you for providing your feedback, compliments, and complaints to improve our services to best suit you.