Wisdom for Wellbeing, Clinical Psychology

Feedback and Complaints Policy

Commitment to Feedback

This practice values feedback and recognises that concerns or complaints may arise from time to time. Feedback provides an opportunity to clarify misunderstandings, address concerns, and improve the quality of services.

All feedback and complaints will be considered respectfully and in accordance with the professional standards of the Australian Health Practitioner Regulation Agency and the Psychology Board of Australia.

How to Provide Feedback or Make a Complaint

Clients are encouraged to raise concerns directly with the practitioner where possible so they may be addressed promptly and constructively.

Feedback or complaints can be submitted via:

Email: kaitlin@wisdomforwellbeing.au
Phone: 043 477 475

Where appropriate, concerns may also be discussed during an appointment.

To ensure concerns can be properly understood and reviewed, complaints are preferably submitted in writing.

Scope of the Complaints Process

This complaints process is intended to address concerns relating to:

- communication
- professional conduct
- administrative processes
- aspects of clinical care

This process cannot review or alter clinical opinions, diagnoses, or professional judgments, which are based on the practitioner's training, clinical expertise, and ethical obligations.

Requests relating to access to clinical records are managed separately under the practice's records access policy.

Acknowledgement of Complaints

Complaints will generally be acknowledged within 5 business days.

Acknowledgement will include:

- confirmation that the complaint has been received
- clarification of the issues raised (if required)
- an outline of the next steps in the review process

Review Process

When a complaint is received, the practitioner will review relevant information, which may include:

- clinical records
- correspondence
- appointment documentation
- relevant professional standards or guidelines

Where appropriate, the practitioner may seek guidance from:

- professional indemnity insurers
- legal advisors
- professional associations

This ensures the concern is reviewed in accordance with professional and regulatory obligations.

Response to Complaints

A written response will generally be provided within 14–28 days, depending on the complexity of the concern.

The response may include:

- clarification of misunderstandings
- explanation of clinical decisions
- acknowledgement of concerns

information about any changes to practice procedures where appropriate

The response represents the practitioner's final position following review.

Communication Boundaries

To ensure the complaints process remains constructive and manageable:

- communication regarding complaints will generally occur in writing
- the practitioner may limit repeated correspondence where the matter has already been addressed
- abusive, threatening, or harassing communication will not be engaged with

If communication becomes inappropriate or unsafe, the practitioner may cease engagement and direct the matter to an external complaints body.

Impact on Therapeutic Relationship

Raising a concern will not automatically affect a client's access to care.

However, if the therapeutic relationship becomes significantly compromised, the practitioner may discuss:

- referral to another practitioner
- transfer of care
- termination of services in accordance with ethical obligations

Where services are discontinued, reasonable steps will be taken to support continuity of care.

Confidentiality

Complaints will be handled confidentially and in accordance with privacy legislation.

Information may be shared with:

- professional indemnity insurers
- legal advisors
- regulatory bodies

where necessary to appropriately review and respond to the concern.

External Complaints Bodies

Clients may choose to contact an external complaints body at any time.

Relevant organisations include:

Health and Community Services Complaints Commissioner (South Australia)
https://www.hcscc.sa.gov.au

Australian Health Practitioner Regulation Agency (AHPRA)
https://www.ahpra.gov.au

These bodies provide independent review of concerns about registered health practitioners.

Use of Feedback

Feedback and complaints may be reviewed periodically to identify opportunities for improving practice systems, communication, and client care.