

Client Feedback Policy

Are we meeting your needs?

Access Psychology is committed to providing a high standard of care and meeting the needs of patients. We would appreciate you taking some time to let us know what you think we do well and where we can make improvements.

Mr Edward J Zahra
B.Com., Dip.App.Psych.,
Dip.Clin.Hyp., M.App.Psych.

Member of the A.P.S.
College of Clinical Psychologists

**CLINICAL PSYCHOLOGY
& HYPNOTHERAPY**

TELEPHONE
(08) 8289 7766

FACSIMILE
(08) 8289 7733

E-MAIL
ed@accesspsychology.com.au

LOCATION
43 Reordan Drive
GREENWITH
South Australia 5125

Change your life ... [access psychology](http://accesspsychology.com.au).

We want to hear from you

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we don't know about, or that you are personally upset about. We understand that, just as we would accept that people can make mistakes or behave poorly and that we would expect them to take responsibility for their behaviour, if we make mistakes or behave poorly then you would expect us to take responsibility for our behaviour. So, we want to hear from you – even if it something we did. That way we can apologise and make it right.

Let's talk

Please discuss with us any concerns or questions you have about our service to you.

Alternatively, use the feedback on pages 3 and 4 of this document.

What to expect

If you have a complaint, we will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations.

You can play an important role in resolving the problem by providing as much relevant information as possible. We investigate complaints thoroughly to know what happened and why, and ways to prevent it happening again. We will keep you informed at all times so you know what is happening.

What we will do

We will work with you to assess the most appropriate way to resolve the problem and the best outcome. We ask you to consider the outcome you would like and we will strive to provide it.

We will provide you with all the facts about what happened and any strategies we have devised to improve our service as a result.

Improving our service

At Access Psychology we have an ongoing commitment to improving our level of service.

A copy of our *Complaints Policy* is available on our website (www.accesspsychology.com.au) in the *Admin Policies* section.

Taking it further

The Health and Community Services Complaints Commissioner provides independent mediation and conciliation for complaints about health care services. If the matter is serious they will refer it to the relevant licencing authority. Telephone: 8226 8666

Ways to give feedback

Call us on 8289 7766.

Or, mail the completed feedback form (pages 3 and 4) to:

Access Psychology
43 Reordan Drive
GREENWITH S A 5125

Or, you can send us an e-mail message setting out your concerns:
admin@accesspsychology.com.au

Our return feedback to you will include:

- 1) Notes from our investigation of the problem, which may include our summary of communication(s) with you (which you may amend if inaccurate, and return to us) and/or extracts from information about our practice that was available to (or provided by) the Client (as permitted by privacy guidelines).
- 2) Our understanding of the outcome of your feedback.

Client Feedback Form

Are you...

- a Client
- a friend or family member of a Client
- other

Complaint issue type

- attitude or rudeness
- billing & charges
- facilities
- quality or value of therapy
- other

Complement issue type

- staff kindness & helpfulness
- high level of care & treatment
- facilities
- quality or value of therapy
- other

If you would like us to follow up your comments please provide your name and contact details.

Name

Address

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Postcode

Day time telephone number

Other telephone

Special needs – do you have any special needs?

e.g. Do you require an interpreter?

Are you hearing impaired?

Please describe your complaint or complement below:

What happened?

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How can we improve or resolve this issue?

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Thank you for your feedback.