Complaints and Feedback Policy

Insight into change.

POLICY VERSION	EFFECTIVE DATE	REVIEW DATE
1.0	1 November 2026	1 November 2027

1. Purpose and scope

Aberius Psychology welcomes feedback, compliments, concerns and complaints about its psychological services and administrative processes. Concerns are taken seriously and managed respectfully, fairly and without unnecessary delay. This policy applies to clients, prospective clients, support people, referrers and others who interact with the practice.

2. Your rights

Anyone may raise a concern or make a complaint at no cost. Clients may:

- Speak openly, request an explanation or make a formal complaint without discrimination or punishment for doing so.
- Use a support person, advocate or authorised representative, and ask for reasonable communication assistance.
- Provide feedback anonymously or under a pseudonym, noting that this may limit investigation or a personal response.
- Contact an independent complaints body at any time, even without first contacting Aberius Psychology.

Making a complaint will not, by itself, result in withdrawal of clinically appropriate care. Any change to treatment arrangements will be based on clinical, safety or professional considerations, not retaliation.

3. What can be raised?

Concerns may relate to clinical care, informed consent, professional conduct, dignity and respect, accessibility, appointments, communication, fees or cancellation charges, confidentiality, information security, or the use of AI-assisted documentation. Suggestions and positive feedback are also welcome.

4. How to provide feedback or make a complaint

Feedback and complaints may be provided verbally during an appointment, or in writing using these contact details:

Email: info@aberiuspsychology.com

Post: Aberius Psychology, PO Box 393, Deeragun QLD 4818

Where possible, include a brief description of the concern, relevant dates, the preferred outcome and a safe method for receiving a reply. Formal language is not required. Avoid including extensive sensitive clinical information in ordinary email; a more suitable communication method can be arranged on request.

5. How complaints are handled

1. **Acknowledge.** Where contact details are available, the practice aims to acknowledge a complaint within 3 business days.
2. **Assess and respond to immediate risks.** Any urgent clinical, privacy or safety risks are prioritised, including notifications or disclosures where legally required.
3. **Review fairly.** The principal psychologist considers the available information, may request clarification and may obtain appropriate independent professional, insurer or legal advice. Only information reasonably necessary to address the concern is accessed.
4. **Provide an outcome.** The practice aims to provide a substantive response within 20 business days. If more time is needed, a progress update will be provided at least every 10 business days where contact is possible.
5. **Take appropriate action.** Possible outcomes include an explanation, apology, correction, practice improvement, alternative arrangements or a fee adjustment where warranted. Not every requested outcome can be guaranteed.

The principal psychologist is responsible for complaints handling. Because Aberius Psychology is a sole-trader practice, there is no separate internal complaints officer. Clients who prefer an independent process may approach the Office of the Health Ombudsman directly.

6. Privacy, records and feedback use

Complaints are treated discreetly. Information is shared only with people who need it for appropriate assessment, response, professional advice or lawful reporting. Relevant complaint information may be recorded in Halaxy and/or another access-controlled practice record and retained in accordance with legal and professional requirements. Feedback will not be published or used as a testimonial without appropriate permission.

Privacy complaints will be assessed under the practice's Privacy and Confidentiality Policy. The practice aims to respond to privacy complaints within 30 calendar days.

7. Independent complaint and review options

Clients do not need permission from Aberius Psychology to seek external advice or lodge a complaint.

Office of the Health Ombudsman (Queensland): For concerns about health services, clinical care or practitioner conduct. Phone 133 OHO (133 646); www.oho.qld.gov.au/make-a-complaint

Office of the Australian Information Commissioner (OAIC): For eligible privacy complaints, generally after raising the concern with the practice and allowing about 30 days for a response. Phone 1300 363 992; www.oaic.gov.au/privacy/privacy-complaints

Queensland Human Rights Commission: For enquiries about discrimination. Phone 1300 130 670; www.qhrc.qld.gov.au

8. Policy review

This policy will be reviewed at least annually, or sooner following relevant legal, regulatory or practice changes. Feedback about this policy is welcome at the practice email address above.