



Play to learn Therapy

Behaviour & Early Intervention Consultants

Complaint Handling Policy

Our commitment

We take complaints seriously and prefer you talk to us about your concerns so we can do our best to resolve the situation with you. We value your feedback and maintaining a good relationship with you.

If you make a complaint to Play to Learn Therapy, you can expect we will:

- Treat you with respect
- Tell you what to expect while your complaint is investigated
- Carry out the complaint handling process in a fair and open way
- Provide reasons for decisions that are made
- Protect your privacy
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We aim to continuously improve our services, and feedback will be an important element in doing so.

Making a complaint

There are several ways you can lodge a complaint with us:

In person

We encourage you to discuss your concerns with your Behavioural Therapist at an appointment. This may be an in-person or telehealth appointment.

Phone

If you don't have an upcoming appointment but would like to speak to your Behaviour Therapist, their contact details are listed in your Service Agreement.

Online

There is a contact form available on our website here. You can request to talk to someone other than your consultant. Alternatively, you can send an email to your consultant; their contact details are listed in your Service Agreement.

In writing

You may send a letter addressed to Play to Learn Therapy, P.O. Box 330, Beaconsfield VIC 3807. –

Anonymous

You may also choose to send a letter to the address above without your details. These complaints will be reviewed to and handled with care and concern. However, please know that anonymous complaints may affect Play to Learn Therapy's ability to investigate and respond effectively.

Steps we will take

1. Listen/ read the complaint to understand it
2. Record details of the complaint
3. Gather facts by discussing the situation with you further
4. Discuss and collaborate with you regarding options for fixing the problem
5. Act on the solution/s in a reasonable timeframe
6. Deliver on the discussed solution/s
7. Follow up with you

We will recognise, reflect and respond to adverse events, errors and near misses, and act to improve practice and minimise risk of recurrence. We will also review education, policy development, system changes and risk management where appropriate.

The solutions that are discussed and offered will depend on the nature and context of the complaint.

Record keeping

A register of complaints will be kept by Play to Learn Therapy For each complaint, the register will record:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Further actions

If we are unable to resolve the issue between ourselves, or you are unsatisfied with the resolution, you can contact an external party.

You can raise a complaint with the Health Complaints Commissioner on 1300 582 113 or use the online form at the [Health Complaints Commissioner website](#).

If you are an NDIS participant, you can contact NDIS on 1800 800 110 or feedback@ndis.gov.au for further advice and assistance with a resolution.

If the complaint is in relation to behaviour or practice that is deemed unsafe, you can submit a concern to [AHPRA](#) through their website