



Cherished Minds

Child & Adolescent Psychology

COMPLAINT MANAGEMENT

What is a complaint?

A complaint is when a client or worker is dissatisfied with an aspect of service delivery or other area when engaged with Cherished Minds.

How do I lodge a complaint?

Informal complaint – client expresses a minor dissatisfaction verbally with their treating Psychologist. The matter is resolved at that level.

Formal Complaint – Complaints form should be filled out immediately or a formal written letter from complainant sent to Cherished Minds by email, mail or hand given letter.

How will Cherished Minds respond to Complaints?

- A complaint will be acknowledged straight away and all complaints will be handled by a staff member within 5 days and serious complaint within 24hours.
- Complainant will be directly contacted by Director to resolve or provide information about complaint.

What happens when customer is not satisfied with complaints handling process?

The Director will refer the complaint to the appropriate service or NDIS Commission for review and the complainant will be given an amended timeframe of resolution.