

## **Beautiful Brains Allied Health - Complaints Policy**

### **Introduction:**

At Beautiful Brains Allied Health, we are committed to providing high quality services for our participants and we value feedback. This policy will outline how we can receive, address, respond to and resolve complaints. We act in accordance with competency standards established by The Occupational Therapy Board of Australia under our registration with The Australian Health Practitioner Regulation Agency (AHPRA).

### **Purpose of this policy and definition of a complaint in this policy:**

This policy aims to ensure complaints are managed fairly and promptly and to ensure accessibility for participants or their supports to make a complaint.

A complaint is a dissatisfaction with our services, conduct of our staff or with administration or billing errors.

### **How can you lodge a complaint:**

You can lodge a complaint in-person, over the phone or via email. See contact details below.

If a complaint is made in-person during a standard appointment time, you should be aware that the standard appointment fee will still apply for the time taken to lodge and record the complaint. If the therapist is limited by time due to other appointments scheduled, you can also ask to schedule another time to have a conversation about your concern or you can continue the discussion about your concern via phone or lodge a complaint via email.

You can also contact Beautiful Brains Allied Health to make an appointment to discuss a concern or complaint. You need to indicate when making the appointment that it is to lodge an in-person complaint. If you do not, you or the relevant participant may still be liable for the standard appointment fee.

### **What to include in your complaint:**

We aim to manage and resolve complaints as promptly as possible. For this to occur, we ask that you include the following details when lodging a complaint:

- The date when the cause of the complaint (event) occurred.

- The location.
- The people present or involved.
- The details of the event, including what happened before, during and after.
- If applicable, provide any relevant documentation or evidence.
- Suggestions for resolution, if applicable.

### **Confidentiality in managing the complaint:**

We are committed to maintaining the privacy and confidentiality of those involved in a complaint. We consider information about a complaint as personal information, and we manage it in line with our privacy policy.

### **Who and how we manage complaints:**

At Beautiful Brains Allied Health, it is the responsibility of the Director to manage and resolve complaints. Caro-Lee Kotze is the Director of Beautiful Brains Allied Health and can be contacted on [Caro-Lee@beautifulbrainsalliedhealth.com.au](mailto:Caro-Lee@beautifulbrainsalliedhealth.com.au) or 0480 721 217.

If the Director is unable to respond to a complaint, you may lodge the complaint with AHPRA via the following link: [Australian Health Practitioner Regulation Agency - How to raise a concern \(ahpra.gov.au\)](https://www.ahpra.gov.au/How-to-raise-a-concern.aspx).

This is the typical process we will follow when receiving a complaint:

1. Acknowledgement – we will acknowledge the receipt of your complaint within 2 business days.
2. Investigation – the Director will investigate the complaint by gathering further information and speaking to relevant persons involved. This will be done confidentially. This generally would take 5 – 10 business days.
3. Resolution – we will communicate the resolution to the necessary people involved within 15 – 20 business days. Interim updates will be provided after 10 business days if a resolution has not yet been reached.
4. Follow-up – if needed, we will follow up with you after the resolution has occurred to ensure that there are no further concerns.

### **How you can appeal:**

If you are not satisfied with the resolution of a complaint, you can appeal the decision. You can do this by contacting the Director via email or phone. If a suitable solution cannot be reached, you have the right to report your complaint to AHPRA or The Health Complaints Commissioner.

**How we are committed to continuous improvement:**

We strive to provide the highest quality service to our participants. We ensure that all staff employed with Beautiful Brains Allied Health receive training in relation to our complaints process and policy and review any changes made when the policy is updated. We also keep records of all complaints in relation to our privacy policy and use this to identify trends and/or to respond to areas of concern or development to ensure quality service provision.

**Updates to this policy:**

We will regularly review this policy and update it as needed.

**How can you contact us:**

For any questions about this policy or any concerns, please contact:

Caro-Lee Kotze

[admin@beautifulbrainsalliedhealth.com.au](mailto:admin@beautifulbrainsalliedhealth.com.au)

0480 721 217

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