

## Feedback, complaints and concerns

**Cramp Psychology Pty Ltd** values feedback from all people, including those with disability, carers, providers and regulators to ensure people are treated fairly when they use our services. Feedback and complaints are an important source of information and are used to improve our services wherever possible.

### Principles

- Everyone has the right to complain.
- People making complaints should be supported to access complaints processes.
- Complaints processes should be sensitive to any cultural requirements.
- Robust complaints processes and systems are an important part of quality service management and help safeguard people with disability.
- Complaints identify risks to people with disability but also visitors and staff and support **Cramp Psychology Pty Ltd** to meet its occupational health and safety obligations.
- Complaints identify opportunities for **Cramp Psychology Pty Ltd** to continuously improve its services.

### Planning and support

Complaints can be received verbally, in writing or in other way that suits the person making the complaint. Families, carers and advocates can also complain on behalf of the person with disability that they support.

Complaint information is private and must not be shared with people outside of the complaints process.

If the complaint is against an employee or volunteer, that person will not have contact with the complainant while the complaint is resolved.

At any stage of the complaints process, the complainant can get support from an independent advocate.

### Where to lodge feedback, complaints or concerns

- Call or email our office on 02 6921 2016, or [practice.manager@rrpp.com.au](mailto:practice.manager@rrpp.com.au)
- Write to us at PO Box 93, Wagga Wagga NSW 2650
- Contact the NDIS Commission by phone on 1800 035 544 (free call from landlines) or TTY 133 677; interpreters can be arranged
- Contact the Office of the Australian Information Commissioner on phone 1300 363 992, or online <http://www.oaic.gov.au/privacy/privacy-complaints> , or by mail to GPO Box 5218, Sydney, NSW, 2001
- Contact the Australian Health Practitioners Regulation Agency (AHPRA) on 1300 419 495