

Discern Psychology

Complaints

Complaints

Any person may make a complaint. You have the right to make a complaint and to have your concerns heard. Complaints and feedback help to improve our service to not only you, but others accessing our services as well. Your complaint will be handled with fairness and efficiency. We will maintain impartiality, confidentiality and transparency when we manage any complaints.

Efficiency

To enable the timely consideration of a complaint, specific details of the incident, conduct or behaviour giving rise to the complaint should be provided. We are committed to respond to any complaints within three business days of receipt. We are committed to resolve any complaints within 21 days where possible. If a complaint takes longer than this to resolve, we will communicate this with you and let you know of our progress as we work to resolve the issue.

Accessibility

If you need assistance with English to lodge a complaint, you can telephone 131 450 for Translating and Interpreting Service National, which offers 24/7 support for over 120 languages and dialects.

How To Make a Complaint

Step 1

In the first instance, if you are making a complaint about your psychologist, consider bringing the issue up directly with your psychologist. This may help to resolve your concerns and clarify any misunderstandings or to allow any grievances to be heard.

If you are wanting to make a complaint about any aspect of our intake process or administration service, please email admin@discernpsychology.com.au.

Step 2

If you are not satisfied with our handling of your complaint internally, or our internal process presents a conflict of interest, you are entitled to pursue an external method of review. These methods include:

Australian Health Practitioner Regulation Agency (AHPRA):

AHPRA online complaints form: www.ahpra.gov.au/About-AHPRA/Complaints.aspx

Telephone: 1300 419 495

Website: www.ahpra.gov.au

National Health Practitioner Ombudsman and Privacy Commissioner

The Ombudsman deals with complaints about the bodies responsible for implementing Australia's national health practitioner regulation scheme. They ask that you first raise your concerns with the body that is the subject of your complaint (for example, AHPRA) in order to provide them with an opportunity to resolve your concerns.

Telephone: 1300 795 265

Email: complaints@nhpopc.gov.au

Mailing Address:

National Health Practitioner Ombudsman and Privacy Commissioner
Level 22, 50 Lonsdale Street
Melbourne, Victoria, 3000

While we are committed to resolving complaints within 21 days whenever possible, external reviews will have their own timeframes.