



Outreach OT

Complaints Policy

Outreach OT is committed to a working relationship with clients and their families that actively encourages feedback and complaints, so that services can be improved and client needs can be met. This commitment is underpinned by the following approach to complaints and feedback:

- Anyone has a right to complain or provide feedback
- A client is not disadvantaged because of raising a complaint
- Every attempt is made to resolve issues as soon as possible
- We offer a sincere apology when a client is unhappy with our service
- Feedback and complaints are used to further improve our service.

A complaint can be made by contacting Outreach OT, either by speaking with your Occupational Therapist in person or by phone, emailing them or contacting them via the website (www.outreachot.com). Every effort will be made to resolve to complaint quickly. Dependent on the nature of the complaint, further time may be required. Should this be the case a time frame for resolution will be made with you.

NSW Ombudsman

You can complain to the Ombudsman about Outreach OT. Further information about the NSW Ombudsman can be found at www.ombo.nsw.gov.au or by calling 1800 451 524.

Australian Health Practitioner Regulation Agency (AHPRA)

Members of the public may make a complaint or raise a concern to AHPRA about the conduct, health or performance of a practitioner. Further information about AHPRA can be found at www.ahpra.gov.au or by calling 1300 419 495.

Health Professional Councils Authority

Complaints regarding the care, treatment or behaviour of a registered health practitioner can be made to the Health Professional Councils Authority. Further information can be found at www.hpca.nsw.gov.au or by calling 1300 197 177.

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