



MAKING A COMPLAINT

United Minds Community Services take all complaints seriously. It is recommended that clients talk to the staff about your concerns, especially if your complaint involves your counsellor/psychologist. In most instances, having a conversation can help resolve any concerns you may have or clarify possible misunderstandings.

If you would like to make a complaint you can submit a complaint by:

- phoning us on 8692-9949
- sending a complaint in writing to PO Box 7 Doreen, 3754
- submitting a complaint using the online form: www.unitedminds.org.au/complaint
- in person at our head office 605 Yan Yean Road Yarrambat 3091

If you are not happy with how your complaint was dealt with by your psychologist, you can lodge a formal complaint by contacting the Managing Director, Melissa Duckmanton via email melissa@unitedminds.org.au. All complaints are taken seriously and will be responded to within 14 business days.

If you wish to remain anonymous, you may make a complaint online via the United Minds Community Services website www.unitedminds.org.au/complaint

Parents, Carers and Guardians of clients can lodge a complaint on their behalf.

If you are not happy with the response you received from your Psychologist/Counsellor or from the Managing Director, you can lodge a formal complaint with the Psychologist/Counsellors professional membership body. The work done by your Psychologist/Counsellor is governed by the code of conduct of the professional association they belong to. For further information about this code or to lodge a complaint, you can contact:

PSYCHOLOGISTS

Australian Health Practitioner Regulation Agency (Psychology Board)

- In Writing: Level 51, 680 George Street, Sydney, NSW, 2000
- By Phone: 1300 419 495



<https://www.ahpra.gov.au/Notifications/Further-information/Guides-and-fact-sheets.aspx#brochures>

COUNSELLORS

Psychotherapy and Counselling Federation of Australia

<https://www.pacfa.org.au/community-resources/complaints/ethicscomplaints/>

MENTAL HEALTH SOCIAL WORKERS

Australian Association of Social Workers

<https://www.aasw.asn.au/information-for-the-community/making-a-complaint>

Clients who are accessing United Minds Community Services via NDIS and TAC have the right to lodge a complaint directly with the relevant association;

NDIS

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

<https://www.ndiscommission.gov.au/about/complaints>

TAC

- For TAC claims-related enquiries call 1300 654 329.
- For complaints or compliments regarding the TAC, contact the Complaints Manager on 1300 654 329, email complaints@tac.vic.gov.au or use the

<https://www.tac.vic.gov.au/about-the-tac/contact-us/complaints-and-compliments/complaints-form>

OUR SERVICE



To make a complaint about our service, you can contact the Health Complaints Commissioner on the link below:

[Home | Health Complaints Commissioner \(hcc.vic.gov.au\)](http://hcc.vic.gov.au)