



Psychotherapy & Counselling
Federation of Australia

Complaint Form

For complaints against PACFA Members and Registrants

The Complaint Form is designed to collect sufficient information for the PACFA Ethics Committee to assess whether a complaint can be considered by PACFA.

Following initial contact with the PACFA Ethics Officer and if it has been assessed that PACFA will proceed with the complaint, the Ethics Committee will inform the complainant of the most appropriate pathway (Letter of Advice or Alternative Dispute Resolution (ADR) to resolve this matter. Please see the PACFA Professional Conduct Procedures 2020 for more details.

If Alternative Dispute Resolution – a non-legal process, similar to mediation that aims to achieve early resolution of a complaint through an Intermediary – is the chosen option, the next step is a conversation with an Intermediary who will hear your experience, concerns and desired outcomes and help you determine how to pursue your complaint against a PACFA Member or Registrant (i.e. by Alternative Dispute Resolution (ADR) or by lodging a Grievance).

ADR will always be considered as a first option prior to proceeding with the filing of a Grievance.

IMPORTANT: Please see the [PACFA Professional Conduct Procedures](#) for more details.

Before completing this form, please contact the PACFA Ethics Officer for preliminary advice on making a Complaint.

Have you spoken to a PACFA Ethics Officer about your Complaint?

Yes No

If Yes, approximate date of contact with the PACFA Office: _____

If No, please contact PACFA on 03 9486 3077 or email admin@pacfa.org.au for a call back.

If you do not wish to participate in the ADR process, you may consider completing the Grievance Form. Please discuss with the PACFA Ethics Officer.

1. Details of the person with a Complaint

Please provide your details here

Your Details:			
Surname:		First Name:	
Address:			

State:		Postcode:	
Email:			
Phone No:			
Main language:		Interpreter required:	Yes / No

2. Details of the person you have a Complaint about

Details of PACFA Member or Registrant:			
Surname:		First Name:	
Organisation: (if applicable)			
Practice Address:			
State:		Postcode:	
Email:			
Phone No:			

3. Details of the Complaint

Please provide a short description (300 words maximum) of the Complaint. This description could be a summary of any initial discussion you may have had with the PACFA Ethics Officer. If you require help to complete this part of the form, please contact the PACFA Ethics Officer.

4. Date/Dates of Complaint

Please include the date or date range that your Complaint relates to (please give dates as either a single date or include the period over which the complaint arose)

Date/s:		
----------------	--	--

5. Privacy

If you submit this Complaint, personal information about you and your Complaint will be collected by PACFA for the PACFA Ethics Committee to assess whether the Complaint can be dealt with by PACFA and, if appropriate, communicated to the Intermediary who will be your contact person in the ADR process.

I agree to a copy of this form being sent to the PACFA Ethics Committee and, if appropriate, to the Intermediary.

Yes No

Please complete only ONE of the following Declarations:

a. I am the person who has a Complaint and I wish to lodge this Complaint:

Signature: _____ Dated: _____

OR

b. I am the parent or legal guardian representing a child where the child has received a therapeutic service from a PACFA Member or Registrant

Signature: _____ Dated: _____

OR

c. I am the Representative of an adult who has received a therapeutic service from a PACFA Member or Registrant (see definition of Representative in the Professional Conduct Procedures to determine whether this option applies)

Signature: _____ Dated: _____

5. Submit your Complaint

Email: admin@pacfa.org.au
Fax: (03) 9486 3933

Via post:
PACFA Complaints
PACFA
290 Park Street
Fitzroy North VIC 3068

Acknowledgement of receipt of this Complaint will be sent to you within 5 working days.

If you do not receive acknowledgement, please contact the PACFA Office and we will investigate the reason for any delay.