



Psychotherapy & Counselling
Federation of Australia

PACFA Complaints and Feedback Policy

Standard for services provided by PACFA and PACFA Member Associations

PACFA offers Members, Member Associations, Registrants, service users and members of the public the opportunity to provide feedback on services provided by PACFA.

PACFA Member Associations also offer their Members, service users and members of the public the opportunity to provide feedback on the services they provide.

PACFA and PACFA Member Associations value this feedback and aim to manage complaints in a timely, fair, consistent and transparent way.

Complaints against PACFA and Member Associations may be made on any matter of concern to the complainant, including the requirements of PACFA's [Code of Good Governance](#).

Principles for complaint management

Feedback on services provided by PACFA will be sought regularly and considered in planning and review processes undertaken by PACFA staff, the Board and committees. PACFA Member Associations are also expected to conduct regular reviews and consult with members about their services.

PACFA Board and Committee members, Leadership Group members, PACFA Office staff and volunteers and Member Association Management Committees will be made aware of this policy for managing feedback and complaints from stakeholders. The Complaints and Feedback Policy is available on the PACFA website.

Any PACFA Member, Member Association, Registrant or person using PACFA services has the right to make a complaint and to have the complaint responded to fairly and within a reasonable time frame. Any Member Association member or person using their services also has the right to complain about services provided by the Member Association.

The goal of this policy is to resolve complaints to the satisfaction of the complainant, where possible. Where possible, complaints should first be made verbally or by email to the person or organisation providing the service, to seek resolution at the point of service. If resolution is not achieved, the complainant is encouraged to make a formal complaint using the complaints management procedure.

Complaints will be dealt with using the principle of natural justice. Any person or organisation complained against has the right to know the nature of the complaint and to make a response to the complaint. Parties to the complaint will be kept informed of the process.

The focus of the complaints management process will be to prevent the situation which led to the complaint from recurring in the future and to provide a remedy as appropriate.

Making a formal complaint will not prevent the complainant from accessing PACFA services at any time.

Complaints management procedure

All PACFA staff, Board, Committee and Leadership Group members and PACFA Member Association Management Committees are made aware of the PACFA Complaints and Feedback policy.

The process of making a formal complaint to PACFA is to contact the Chief Executive Officer, President or Vice President of PACFA:

- **Email** the Chief Executive Officer of PACFA at admin@pacfa.org.au with any complaints about services provided by PACFA staff members, PACFA Committee members or Leadership Group members.
- **Email** the President of PACFA at natpres@pacfa.org.au with complaints about services provided by PACFA Board members or the PACFA Chief Executive Officer.
- **Email the** PACFA Vice President at natvp@pacfa.org.au with complaints about services provided by the PACFA President or in the case of a conflict of interest.
- **Email** the Chief Executive Officer of PACFA at admin@pacfa.org.au with any complaints about PACFA Member Associations*.

*PACFA only considers complaints about PACFA Member Associations if the complaint has already been made to the Member Association concerned under their Complaints Policy and there are grounds to dispute the outcome of the Members Association's complaint process.

PACFA will send an acknowledgement of the receipt of a formal complaint and information on the process for managing the complaint, within five working days, by return email. The complainant may also be asked for more information to assist with resolving the complaint and the outcome sought through the process of making a complaint.

PACFA will contact the person, Committee, Leadership Group or PACFA Member Association complained against by email to provide an outline of the nature of the complaint. The respondent will be asked to provide a written response to the complaint within ten working days. In the case of a complex or serious complaint, more time may be needed to formulate a response. If this is the case, PACFA will keep the complainant informed about the time frame for receiving the response.

PACFA will write a response to the complainant, within ten working days of receipt of the written response from the respondent, explaining the outcome and any other action taken in relation to the complaint. The response will also be sent to the respondent.

Confidentiality of complaints

All complaints materials are treated as confidential and will be kept in accordance with PACFA's Privacy Policy.

Review of complaints

The nature of complaints received, outcomes and time taken to resolve complaints are reported to the PACFA Board for quality improvement planning purposes. The identities of complainants are de-identified in the Board reporting process.