



**Psychotherapy & Counselling  
Federation of Australia**

## **PACFA Complaints and Feedback Policy**

### **Standard for services provided by PACFA**

PACFA offers Member Associations, Registrants, service users and members of the public the opportunity to provide feedback on services provided by PACFA. We value this feedback and aim to manage complaints in a timely, fair, consistent and transparent way.

### **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.

Board and committee members, Office staff and volunteers will be made aware of this policy for managing feedback and complaints from stakeholders. The Complaints and Feedback Policy is available on the website.

Any 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.

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 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 principle of natural justice. Any person 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 caused the complaint from recurring in the future and to provide an apology to the complainant in the case of a substantiated complaint.

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

### **Complaints management procedure**

All Office staff, Board and committee members are made aware of the Complaints and Feedback policy.

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

- **Email** Chief Executive Officer of PACFA, on [admin@pacfa.org.au](mailto:admin@pacfa.org.au) with any complaints about services provided by Office staff members.
- **Email** President of PACFA, on [natpres@pacfa.org.au](mailto:natpres@pacfa.org.au) with complaints about services provided by Board and committee members, or the Executive Officer.
- **Email** Vice President of PACFA, on [vicepres@pacfa.org.au](mailto:vicepres@pacfa.org.au) with complaints about services provided by the President or in the case of a conflict of interest.

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 or committee 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 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 documentation concerned with complaints management will be stored confidentially on the Executive Officer's computer which is password protected.

### **Review of complaints**

The nature of complaints received, outcomes and time taken to resolve complaints will be reviewed annually by the Board at the last Board meeting of the year. The identity of complainants will not be revealed in the review process.