CLIENTS

COMPLAINTS PROCEDURE

At Therapie we pride ourselves in providing a professional and ethical service. As such, in the unlikely event of a dissatisfaction with the service provided, it is important that you are able to be heard and have your perspective considered.

**If you have concerns or a problem:**

1. Please contact Dene for an opportunity to discuss any problem or concern by phone or in person. You can explain what the problem is, and how you would like it to be resolved. If you prefer, you can make contact via email or letter.

* Therapie will respond and provide clear written communication on a proposed course of action to remedy the problem.
* A summary of the actions/ outcome will be provided in writing for your review.
* An agreement will be sought to ensure that the issue has been resolved to your satisfaction.

1. If you still have a problem, you can discuss with an external disability advocacy service

The following services are available in South Australia.

**Disability Advocacy and Complaints Service of SA Inc (DACSSA)**

DACSSA provides advocacy services for people with disability and their families. They are a not for profit organisation dedicated to providing an effective, respectful and culturally competent service.

Telephone: (08) 7122 6030

Rational Relay Service: 1800 555 630

**Disability Rights Advocacy Service Inc**. (formally known as MALSSA)

DRAS mission is to safeguard and promote the rights and interest of people with a disability, their families and carers. The organisation provides free services as part of the national network of disability advocacy organisations.

Their ‘Individual Advocacy’ Program can be utilisedto represent people on a one-to-one basis to resolve their individual concerns

Telephone: (08) 8351 9500

Email: [admin@dras.com.au](mailto:admin@dras.com.au)

**Concerns regarding professional misconduct**

All services are covered under AHPRA and the Occupational Board of Australia, which protects the rights of the public and consumer to safe and appropriate services from registered practitioners.

More information, and to contact AHPRA see AHPRA.gov.au