



**PSYCH'D**  
**Hayven Trust CPMT Pty Ltd**  
ABN: 302 813 958 49  
**0403 868 403**  
7/14 Main St, Narangba 4504  
psychdtherapy@outlook.com  
www.psychdtherapy.au

## Complaints and Grievances

### Purpose

This policy explains what to do if you have a concern, complaint or a grievance about any act, policy, situation, or decision that you think is unfair, discriminatory, or constitutes harassment or bullying.

**Psych'd (Hayven Trust CPMT Pty Ltd)** will deal with any complaint seriously, impartially, quickly, fairly, and confidentially. We will do our best to ensure that you are not victimised for lodging a complaint, involvement in the investigation process, or for supporting someone else's complaint.

All employees, clients, and visitors of **Psych'd (Hayven Trust CPMT Pty Ltd)** may follow this policy.

### Policy

Any documentation associated with a grievance will be kept in confidential files, which will be separate from the personal files of both the complainant and respondent.

If an employee, client, or visitor is unsure about the most appropriate process to follow for a grievance, they can speak to Lindsey, or if they prefer, they can speak with the Australia Counselling Association, or the NDIS Commission if they are a NDIS client or worker.

### Procedure

#### Informal Process

The informal process may be initiated verbally and does not require lodging a grievance in writing.

The **Psych'd (Hayven Trust CPMT Pty Ltd)** representative should prepare sufficient notes to document the initial discussion, developments, and the reasons behind decisions made throughout the process.

The informal process involves the complainant seeking to resolve a grievance they have with someone at **Psych'd (Hayven Trust CPMT Pty Ltd)** by themselves, or with the help of Lindsey.

The informal process does not result in 'findings' about whether the alleged conduct did or did not occur.

An informal process is appropriate in some circumstances, including where:

- a. The complainant wishes to deal with the matter informally
- b. The complaint is relatively minor in nature
- c. The respondent has no history of engaging in the alleged conduct by the complainant
- d. The respondent does not deny the substance of the allegation.

We may determine that an issue should be dealt with formally if it is a serious allegation or if there is a history of complaints against the respondent.

Outcomes from an informal process may include, but are not limited to:

- a. An acknowledgment and apology by the respondent; and/or
- b. An agreement by the respondent to undertake training or coaching; and/or
- c. The change or development of a policy or practice; and/or
- d. A change in behaviour by the respondent, as directed.



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A successful outcome to an informal grievance process consists of all parties having had an opportunity to present their story, along with the consensus by all on the decisions made and any provisions for resolution of the grievance.

### **Formal Process**

A formal process involves the initiation of a formal review of an allegation made by a complainant.

The formal process must be lodged in writing and contain sufficient information regarding the nature of the issue. It must be signed and dated by the complainant/s. The **Psych'd (Hayven Trust CPMT Pty Ltd)** representative must take sufficient notes to document all discussions, developments, and outline the reasons for any decisions made.

A formal process involves the complainant making the complaint to their manager without first speaking directly with the respondent or if the manager determines that a formal process is appropriate in the circumstances.

During the formal process:

- a. The complainant and the respondent are interviewed separately to give their versions of events
- b. Any other relevant people are interviewed to give their versions of events
- c. recommendations to resolve the complaint are made
- d. Parties, the complainant and the respondent, are kept informed as appropriate

In order for **Psych'd (Hayven Trust CPMT Pty Ltd)** to deal with a complaint, it may not be possible for the complainant to remain anonymous, however **Psych'd (Hayven Trust CPMT Pty Ltd)** will maintain confidentiality as much as possible.

Outcomes from a formal process may include, but are not limited to:

- a. An acknowledgment and apology by the respondent; and/or
- b. Changes in office seating or work arrangements
- c. A change in behaviour by the respondent, as directed; and/or
- d. Disciplinary action, which may include summary dismissal if appropriate.

### **External Process**

If you feel that you have been discriminated against, bullied, or harassed, you may also seek advice or make the complaint to an external agency, such as the Australian Human Rights Commission, the Queensland Human Rights Commission. However, it is recommended that the grievance policy is followed first before contacting an external agency, to provide **Psych'd (Hayven Trust CPMT Pty Ltd)** with the opportunity to resolve any grievances.

### **How to make a complaint**

Employees, clients and visitors can make a complaint directly to Lindsey, they can speak to the reception staff directly, call the office on **0403 868 403**, they can lodge a complaint via letter or email.