



JOANNA HENDERSON
Clinical Psychologist

COMPLAINTS & FEEDBACK POLICY

PRACTICE (“the Practice”, “we”, “our”):

Name: Joanna Henderson Clinical Psychologist

Practice entity: Joanna Henderson as trustee for the Henderson Trust

ABN: 87 285 092 848

Practice address: 131 Wickham Terrace, Spring Hill, Brisbane, Qld, 4000

For the purposes of this policy, references to “we”, “us”, “our” or “the Practice” include the trustee of the Trust and any of its employees, contractors or agents acting within the scope of their role.

PRACTITIONER (“the Practitioner”):

Name: Joanna Henderson

Title: Clinical Psychologist

Registration: AHPRA Registration Number PSY0002012556

For the purposes of this policy, references to the “Practitioner” indicate Joanna Henderson.

CLIENT (“You” or “the client”):

For the purposes of this policy, references to “You” or “the client” refer to the client of the practice and visitors to our website.

PURPOSE OF THIS POLICY

The purpose of this policy is to explain how you can provide feedback or make a complaint about your experience at with the practice, and how the practice will respond. We are committed to providing high-quality, ethical psychological services. Feedback – including concerns and formal complaints – is an important way for our practice to improve our services, address any problems early, and ensure you feel safe and respected in the therapy process. This policy sits alongside the Client Service Agreement, Privacy Policy, and other practice policies available through our website www.jhpsych.com.au.

OUR COMMITMENT TO FEEDBACK AND COMPALINTS

- We take all feedback and complaints seriously.
- You are always welcome to tell us what is and isn’t working for you in therapy.
- You will not be treated differently, refused services, or disadvantaged for providing feedback or making a complaint in good faith.
- We will aim to respond to concerns in a way that is respectful, fair, and timely.

HOW YOU CAN PROVIDE FEEDBACK OR MAKE A COMPLAINT

If you would like to provide feedback or make a complaint, you can choose whichever option feels most comfortable for you:

- 1. Talk with your clinician directly**
 - You can raise feedback or concerns during a session.
 - Your clinician will talk through what has happened, how it has affected you, and what you would like to see change.
- 2. Provide feedback in writing**
 - You can email the practice at admin@jhpsych.com.au.
 - If you prefer, you may also submit written feedback via the secure client portal or another written form, if available.
- 3. Ask for support to raise a concern**
 - You are welcome to bring a support person (for example, a family member, carer, or advocate) to help you raise concerns, where appropriate.

You do not have to put your concern in writing, but it can sometimes be helpful for clarity, especially if the matter is more complex.

WHAT HAPPENS WHEN YOU RAISE A CONCERN WITH US

If you share feedback or a complaint with us, we will:

- 1. Acknowledge your concern**
 - We will aim to acknowledge receipt of your complaint within 3–5 business days (or sooner where possible).
- 2. Listen and seek to understand**
 - We will invite you to share what happened from your perspective.
 - Where appropriate, we may ask clarifying questions so we fully understand your concerns and your desired outcome.
- 3. Work with you on a response**
 - We will discuss possible options to address your concern – for example, changing aspects of how we work with you; clarifying misunderstandings; or, if needed, supporting you to transfer to another clinician.
- 4. Provide an outcome and follow-up**
 - We will aim to provide a clear response or proposed outcome within a reasonable timeframe (usually within 30 days, unless the matter is complex).
 - If more time is needed, we will let you know and keep you updated.

In some situations, we may also need to seek professional supervision or legal/ethical advice about how to respond in line with our obligations under AHPRA, the Psychology Board of Australia, and relevant privacy and health legislation.

WHEN WE MAY NOT BE ABLE TO MEET A REQUESTED OUTCOME

There may be times when we are unable to meet the exact outcome you are hoping for (for example, where it would conflict with legal, ethical, or clinical responsibilities).



If this occurs, we will:

- Explain the reasons as clearly as possible.
- Discuss any alternative options that may be available.
- Support you to seek external advice or to contact an external complaints body if you wish.

EXTERNAL COMPLAINTS OPTIONS

If you feel unable to raise your concern with us directly, or you are not satisfied with the outcome after doing so, you have the right to contact external agencies.

For psychology services in Queensland, these include:

- **Office of the Health Ombudsman (OHO)** – receives and manages complaints about health services and registered health practitioners in QLD.
- **Australian Health Practitioner Regulation Agency (AHPRA) / Psychology Board of Australia** – manages concerns about the conduct, health, or performance of registered psychologists.

Details for these bodies (including how to lodge a complaint) are available on their official websites, and via the links provided on our website or by request. You may also wish to seek support from a trusted support person, GP, or advocacy service if you are considering making an external complaint.

PRIVACY AND RECORDS RELATING TO COMPLAINTS

- Any feedback or complaint you provide will be managed in line with our Privacy Policy and Client Agreement.
- Information about your complaint will be kept confidential as far as possible and only shared where necessary to respond to the complaint, to seek supervision/consultation, or where disclosure is required by law.
- Records of complaints and outcomes are stored securely and may be used (in de-identified form) to help improve the quality and safety of our services.

IF YOUR SAFETY OR THE SAFETY OF OTHERS IS AT RISK

Concerns about safety (for example, serious risk of harm to you or someone else, or concerns about abuse or neglect) may need to be managed urgently and may involve other services (e.g. emergency services, crisis teams, or protective agencies). This is outlined further in the Safety at the Clinic & Emergency Support information available on our website www.jhpsych.com.au.

QUESTIONS ABOUT THIS POLICY

If you are unsure about how this policy applies to you, or would like support to provide feedback or make a complaint, please contact:

- **Email:** admin@jhpsych.com.au
- **Business mobile (SMS):** 0435 013 760

We appreciate your understanding and cooperation. This policy helps us provide a reliable and sustainable service for you and for all clients of the practice.