
Feedback and Complaints

How to raise a concern, and what happens next

I value your feedback, positive or otherwise. If something has not felt right in our work together, I would like to know. Raising a concern will never affect the care you receive.

Step 1: Talk with me

You can raise a concern in a session, by phone (0458 720 428), or in writing to paul@inachordcounselling.com.au. You are welcome to bring a support person. If it feels too difficult to raise with me directly, you can go straight to Step 3.

Step 2: What I will do

- Acknowledge your concern within 3 business days.
- Listen carefully, treat it fairly, and keep it confidential.
- Respond in writing within 14 days, explaining what I found and any steps I will take.
- Discuss my approach with my clinical supervisor, without identifying you.
- If you would prefer, help you find another counsellor while the concern is resolved.

Step 3: If you are still not satisfied

You can contact any of the following independent bodies:

- **PACFA** (the governing body), under its Professional Conduct Procedures: pacfa.org.au, (03) 9046 2270.
- **Health Complaints Commissioner Victoria**, for any concern about a health service: hcc.vic.gov.au, 1300 582 113.
- **Office of the Australian Information Commissioner**, for privacy concerns: oaic.gov.au, 1300 363 992.
- **Social Services Regulator Victoria**, for concerns about the safety of a child or young person: vic.gov.au/report-your-concerns-under-child-safe-standards.

A copy of the Victorian General Code of Conduct, which sets standards for counsellors in Victoria, is available on my website and on request.

I keep a confidential record of complaints and what I learn from them, to keep improving my practice.