## **Healthy Minds Complaints, Compliments & Feedback Form**

	ealthy Minds Specialised Clinical Psychologists is committed to providing the best possible service. To help us improve the uality of our services or to let us know what we are doing well, please complete this form and post it to:					
69 Yarrabee Road, The Gap, QLD, 4061						
OR email it to:						
admin@healthymindspsychologists.com						
OR hand it to one of our staff members.						
Please tick whichever	applies:					
Complaint	Compliment	Suggestion				
Your Details:		File Reference:				
Do you wish to rem	nain anonymous: Yes / No (ple	ase circle)				
Name:		Phone No:				
Address:						
		Fax number:				
		Email:				
Please share any for compliment or feed		what led to making the complaint,				

Name of area/staff membe				
IF YOU ARE MAKING A COMPLAINT date of occurrence:				
lave you previously conta	acted us a	bout this issue? Yes /	No (please provide details)	
Vhat outcome are you see	eking?			
)o you have a disability o	r injury tha	at is likely to require altern	ative contact from this	
lepartment?	r injury tha	at is likely to require altern	ative contact from this	
department?			ative contact from this	
lepartment? Telephone Typewriter Interpreter Service	Yes Yes	No No		
lepartment? Telephone Typewriter Interpreter Service If you are writing on som	Yes Yes neone else	No		
lepartment? Telephone Typewriter Interpreter Service If you are writing on som	Yes Yes neone else	No No 's behalf, please fill in their	r details:	
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Telephone Typewriter Interpreter Service If you are writing on som Name: Address:	Yes Yes neone else	No No 's behalf, please fill in their	r details:  File Reference:  Phone No:  Fax number:	
Telephone Typewriter Interpreter Service  If you are writing on som Name: Address:	Yes Yes neone else	No No 's behalf, please fill in their	r details:  File Reference:  Phone No:  Fax number:	

Healthy Minds Specialist Clinical Psychologists is committed to protecting your privacy. We collect and handle personal information that you provide on this form for investigating and responding to your complaint, compliment or feedback. Healthy Minds Specialist CLinical Psychologists will only use your information in accordance with relevant privacy and other laws. For us to provide the best possible service, we may need to share your personal information with others, such as GP, schools etc. that deals with the concerns identified in your feedback.

Please be advised that compliments may be used and published by Healthy Minds Specialised Clinical Psychologists to promote services. No personal or identifying information will be used. If you do not want your compliment to be published, please let us know.

If you choose to remain anonymous, *Healthy Minds Specialised Clinical Psychologists* may be unable to respond to your complaint, compliment or feedback.

If you wish to contact *Healthy Minds Specialised Clinical Psychologists* who are responsible for managing the personal information that you provide on this form, please call 07 3871 3980 or email: admin@healthymindspsychologists.com

You also have the right to access your information and seek its correction under the Freedom of

Information Act 1982 (Cth) and Right to Information Act 2009 (Qld).

For information about making a Freedom of Information application contact NDIS Quality and Safeguard Commission on 1800 035 544.

Signature:	Date: