



Complaints & Feedback Policy

Last updated: 01/05/2026

At Time & Space Psychology, we are committed to providing safe, respectful, and meaningful support. We welcome feedback — whether it is about your experience in a session, our communication, our policies, or any part of your care. We know that speaking up can feel vulnerable. Our goal is to respond to all concerns with curiosity, openness, and care.

1. Your Rights

As a client (or parent/carer), you have the right to be treated with respect, safety, and cultural sensitivity; ask questions or express concerns at any time; provide feedback about your experience; request changes to your care or communication; and receive a response to any formal complaint. Providing feedback will never impact your access to support.

2. How to Share Feedback

You are welcome to:

- Speak directly with your psychologist during or after a session
- Email us at admin@timeandspacepsychology.com.au
- Use a feedback form (if offered) or request a call-back
- Share feedback anonymously if preferred

You can also let us know whether you would like a response, and how you would like us to follow up.

3. Formal Complaints

If you wish to make a formal complaint:

- Please email admin@timeandspacepsychology.com.au with details of your concern
- We will acknowledge your email within 2-3 business days
- We will work to understand your experience, clarify what has occurred, and offer next steps
- If needed, we may involve another psychologist or professional to support the resolution process

We aim to resolve complaints promptly, fairly, and with respect for everyone involved.

4. External Complaints

If you are not satisfied with the outcome of a complaint — or prefer to speak with an external body — you have the right to contact any of the following:

Australian Health Practitioner Regulation Agency (AHPRA)

For concerns about the professional conduct or registration of a psychologist.

- Phone: 1300 419 495
- www.ahpra.gov.au

Office of the Health Ombudsman (QLD) or your state's Health Complaints Commission

For concerns about the quality of health services provided.

- www.oho.qld.gov.au (Queensland)
- Contact your relevant state body if you are located outside Queensland

NDIS Quality and Safeguards Commission

For concerns specifically related to NDIS-funded supports or the conduct of an NDIS provider. This pathway is available to NDIS participants and their representatives.

- Phone: 1800 035 544
- www.ndiscommission.gov.au
- You can make a complaint online, by phone, or by post

Office of the Australian Information Commissioner (OAIC)

For concerns specifically about privacy or how your personal information has been handled.

- Phone: 1300 363 992
- www.oaic.gov.au

We are happy to support you in accessing any of these pathways if needed.

5. Ongoing Improvement

All feedback helps us learn and grow. We regularly reflect on client experiences — both positive and critical — to improve our services and uphold our values of care, safety, and equity. Thank you for trusting us with your story. We are here to listen.