



Complaints & Feedback Policy

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At Time & Space Psychology, we are committed to providing safe, respectful, and meaningful support. We welcome feedback — whether it's about your experience in a session, our communication, our policies, or any part of your care.

We know that speaking up can feel vulnerable, especially if something hasn't felt right. 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, including concerns or complaints;
- Request changes to your care or communication;
- Receive a response to any formal complaint.

Providing feedback — positive or critical — 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'd like a response, and how you'd like us to follow up (e.g. via email, phone, or not at all).

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:

- **Australian Health Practitioner Regulation Agency (AHPRA)**
 1300 419 495
 www.ahpra.gov.au
- **Office of the Health Ombudsman (QLD)** or your state's Health Complaints Commission
 www.oho.qld.gov.au

We're happy to support you in accessing 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.