

Your local support team
Speech Pathology
Occupational Therapy
Music Therapy
Group Programs



Unit 11, 9-13 Princeton st
Kenmore, 4069
hello@amazetherapy.com
0436 276 590
ABN: 60 655 001 675

Feedback and Complaints Policy (Easy Read)

We Want to Hear From You

At Amaze Children's Therapy Services, we want to know what you think.

You can:

- Tell us when we are doing a good job.
- Tell us if something is not right.
- Make a complaint if you are unhappy.

We will listen to you and treat you with respect.

We will work with you to fix problems.

You will not get into trouble for making a complaint.

How to Give Feedback or Make a Complaint

You can talk to us in any way that is easiest for you.

You can:

- Talk to your therapist.
- Call us on **0434 974 971**.
- Email us at **hello@amazetherapy.com**.
- Write to us at:
11/9-13 Princeton Street, Kenmore QLD 4069.
- Fill in the [feedback form](#) at this link or on our website. Make a complaint without telling us your name if you would like.

What Happens Next?

When we receive your complaint, we will:

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- Let you know we have received it within **2 business days**.
- Listen carefully to what you tell us.
- Treat your complaint fairly.
- Keep your information private.

If the problem is simple, your therapist may be able to fix it straight away.

If we need to investigate further, our Director will help.

We will keep you updated while we work on your complaint.

When Will My Complaint Be Finished?

We aim to finish most complaints within **14 days**.

Sometimes we may need more time. If this happens, we will let you know why.

What Happens After the Complaint?

We will tell you:

- What we found.
- What we have done.
- What will happen next, if anything.

We will tell you in the way that works best for you.

If You Are Still Unhappy

If you are not happy with our decision, you can ask another organisation to help.

These include:

- **NDIS Quality and Safeguards Commission**
 - Phone: **1800 035 544**
 - Website: www.ndiscommission.gov.au
- An advocacy service.

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- Your State Ombudsman.

We can help you contact these services if you would like.

Your Privacy

We keep information about complaints safe and private.

We keep records of:

- what happened
- what we did
- how the complaint was resolved.

We keep these records for at least **7 years**.

Learning From Feedback

Your feedback helps us improve.

We regularly look at feedback and complaints so we can:

- improve our services
- improve our systems
- provide better support for everyone.

Questions?

If you have any questions about this policy, please contact:

Karina Cook

Email: **karina@amazetherapy.com**