

Complaints Policy



Bethany Best & Associates

Queensland Neurologic Music Therapy
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If you wish to make a complaint to Bethany Best & Associates please complete the electronic form at www.bethanybest.com.au

The complaint will be acknowledged within 5 days and followed by a substantive response within 14 days in accordance with the following policy.

1. Goal

We value complaints as they assist us to improve how we operate and deliver our music therapy services. We are committed to consistent, fair and confidential complain handling and to resolving complaints as quickly as possible.

2. Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance in relation to our organization or activities.

3. Making complaints

Complaints to Bethany Best & Associates should be made by completing the form at www.bethanybest.com.au. Please complete the form in as much detail.

4. Recording complaints

The complaint will be recorded upon receipt and will be acknowledged within 5 days.

5. Complaint inquiry process

Complaints will be investigated by the senior therapist in good faith and in accordance with the principles of natural justice. Complainants' personal details or details of their grievance will *not* be divulged to third parties (i.e. outside Bethany Best & Associates) without written consent.

6. Informing complaints of progress

We strive to provide a substantive response within 14 days and to resolve complaints by discussion and agreement. An approximate resolution timeframe will be provided at the time complaints are lodged. If the process extends beyond 14 days reporting on the progress of such complaints will be provided regularly to complainants, especially if there are any delays or changes to what has been agreed.

7. Responding to complaints

All persons making a complaint will be treated with respect. Where possible, complaints will be resolved by discussion and agreement between the complainant and the senior therapist.

Reporting of any changes to our processes or deliverables as a result of complaints will be undertaken.

8. Escalation of unresolved complaints

If the complaint still cannot be resolved by agreement, Bethany Best & Associates will inform the complainants where, externally, they may take further action.

9. Review of complaints

Bethany Best & Associates values feedback from our clients, families and staff. All complaints will be reviewed annually by the team to identify areas where we can improve our operations and delivery of professional and high quality services.