

# Complaint & Feedback Process



## Lodge a complaint

Complaints can be lodged in person, via phone (08) 8554 2217 or via email [reception@bluedoorpsychology.com.au](mailto:reception@bluedoorpsychology.com.au)



## Acknowledgement

We will advise you that your complaint has been received and provide you with an estimated timeframe for resolution.



## Investigation

Additional information may be gathered and the matter will be investigated as required.



## Outcome and resolution

We will advise you of the outcome in relation to the complaint and offer you a resolution to the matter as needed.



## Review

You are welcome to request an internal or external review at any stage of the complaint and feedback process.