

Enhanced Health Therapy Services seeks to maintain and enhance our reputation of providing high quality services. We value compliments and complaints as they assist us to improve our service and client experience.

We value your feedback as this helps us to ensure we are delivering a quality service to the community.

Compliments

Should you feel we have done something well or exceeded your expectation, you can submit a compliment via:

- Phone: 07 4724 0953
- Email: info@ehts.com.au
- Post: PO Box 3876 HERMIT PARK QLD 4812
- Website form: www.ehts.com.au (anonymous option available)

It is OK to complain

A complaint is telling someone that you are not happy with something about a service you receive.

Anyone can make a complaint about our services.

We will take you seriously and respect your privacy when you make a complaint.

We will involve you in the investigation of your complaint and seek your advice on how we should change to avoid the same thing happening again. Making a complaint will not affect the care we give you or anyone else.

What to do when you want to make a complaint

1. You are encouraged in the first instance to speak directly to the relevant staff member/s of our service involved in your care, but they could be a family member, friend or someone from an advocacy service. You, or someone on your behalf, can lodge a complaint with us in any of the following ways:
 - Phone: 07 4724 0953

- Email: info@ehts.com.au
 - In person (if we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing)
 - Post: PO Box 3876 HERMIT PARK QLD 4812
 - Website form: www.ehts.com.au (anonymous option available)
2. We will talk to you about the complaint. We will ask what made you unhappy, what you want to happen next and what we can do to help fix the issue.
 3. We may need to have a meeting with you. You can have family, an advocate or anyone you need for support to come to the meeting.
 4. We will involve you in the investigation and find out what caused the issue. We will seek your advice on how we could change to avoid the same thing happening again.
 5. We will inform you of what we have done to fix the issue, how we came to that decision and what you can do if you are still unhappy.

All personal information that we collect to manage complaints will be handled in accordance with the *Information Privacy Act 2009 (Qld)*. Your complaint will be dealt with in a responsive, confidential and fair manner; and will only be discussed with the people directly involved.

If you are unhappy with the outcome of your complaint

If you are unhappy with how we have handled your complaint, you can request that our company directors review your complaint. If following this review, you are still unhappy with the outcome, you can contact the following body relevant to your care. We are also happy to help you contact the right people at these organisations if you would like us to:

Aged Care Quality & Safety Commission	Ph 1800 951 822	www.agedcarequality.gov.au
NDIS Commission (NDIS only)	Ph 1800 035 544	www.ndiscommission.gov.au
Office of the Health Ombudsman	Ph 133 646	www.oho.qld.gov.au