

## Complaints Procedure

Have a Complaint? Want to leave some feedback for how we can improve?

First, feel free to talk to your treating clinician directly. We empower our team members to work with you to achieve your goals. By talking about your concerns with them directly, they are in a better place to help find a solution.

Second, Call 4961 3399 or email [hello@transcendhealth.com.au](mailto:hello@transcendhealth.com.au)

Third, directly contact the directors – Jacci Allanson or Duncan White

We are held to high standards by our accrediting bodies. If you feel you need to make your complaint formal, contact one of the below depending on your needs:

- Health Care Complaints Commission: an independent body dealing with complaints about health services to protect the public health and safety
  - Office: Level 13, 323 Castlereagh St Sydney NSW 2000
  - Post: Locked Mail Bag 18, Strawberry Hills NSE 2012
  - Phone: (02) 9219 7444
  - Toll Free number in NSW: 1800 043 159
  - Fax: (02) 9281 4585
  - People using telephone typewriters: (02) 9219 7555
- For NDIS Participants – a complaint can be made to the NDIS Commission by:
  - Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
  - [National Relay Service](#) and ask for 1800 035 544.
  - Completing a [complaint contact form](#) on the NDIS website
  - The NDIS Commission can take complaints about:
    - services or supports that were not provided in a safe and respectful way
    - services and supports that were not delivered to an appropriate standard