Making a Complaint

United Minds Community Services take all complaints seriously. It is recommended that clients talk to the staff about your concerns, especially if your complaint involves your counsellor/psychologist. In most instances, having a conversation can help resolve any concerns you may have or clarify possible misunderstandings.

If you would like to make a complaint you can submit a complaint by:

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* phoning us on 8692-9949
* sending a complaint in writing to PO Box 7 Doreen, 3754
* submitting a complaint using the online form: <https://www.unitedminds.org.au/complaints>
* in person at our head office 605 Yan Yean Road Yarrambat 3091

If you are not happy with how your complaint was dealt with by your psychologist, you can lodge a formal complaint by contacting the Managing Director, Melissa Duckmanton on 0438 500 251 or via email [melissa@unitedminds.org.au](mailto:melissa@unitedminds.org.au). All complaints are taken seriously and will be responded to within 48 hours.

If you wish to remain anonymous, you may make a complaint online via the United Minds Community Services website <https://www.unitedminds.org.au/contact>.

Parents, Carers and Guardians of clients are able to lodge a complaint on their behalf.

If you are not happy with the response you received from your Psychologist/Counsellor or from the Managing Director, you can lodge a formal complaint with the Psychologist/Counsellors professional membership body. The work done by your Psychologist/Counsellor is governed by the code of conduct of the professional association they belong to. For further information about this code or to lodge a complaint, you can contact:

**PSYCHOLOGISTS**

Australian Health Practitioner Regulation Agency (Psychology Board)

* In Writing : Level 51, 680 George Street, Sydney, NSW, 2000
* By Phone: 1300 419 495

**COUNSELLORS**

Psychotherapy and Counselling Federation of Australia

<https://www.pacfa.org.au/community-resources/complaints/ethicscomplaints/>

Clients who are accessing United Minds Community Services via NDIS and TAC have the right to lodge a complaint directly with the relevant association;

**NDIS**

* Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
* [National Relay Service](https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service) and ask for 1800 035 544.
* Completing a [complaint contact form](https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF). <https://www.ndiscommission.gov.au/about/complaints>

**TAC**

* For TAC claims-related enquiries call 1300 654 329.
* For complaints or compliments regarding the TAC, contact the Complaints Manager on 1300 654 329, email complaints@tac.vic.gov.au or use the <https://www.tac.vic.gov.au/about-the-tac/contact-us/complaints-and-compliments/complaints-form>