

# **Complaints Policy**

**Effective Date: July 2024**

## **1. Introduction**

Active Horizons Health Group ("we", "our", "us") is committed to providing high-quality physiotherapy telehealth services to our clients. We value your feedback and take complaints seriously to improve our services and ensure client satisfaction. This Complaints Policy outlines our approach to handling complaints in accordance with the principles of fairness, accessibility, responsiveness, and accountability as required under the NDIS regulations.

## **2. Scope**

This policy applies to all clients, their representatives, and any other individuals who wish to lodge a complaint about our services.

## **3. Definition of a Complaint**

A complaint is defined as an expression of dissatisfaction or concern related to our services, actions, or lack of actions, where a response or resolution is explicitly or implicitly expected.

## **4. Lodging a Complaint**

### **4.1 How to Lodge a Complaint**

Complaints can be lodged in the following ways:

- **In Writing:** By emailing your complaint to [activehorizonshg@gmail.com](mailto:activehorizonshg@gmail.com).

### **4.2 Information Required**

To assist us in addressing your complaint promptly, please provide the following information:

- Your name and contact details.
- A clear description of the complaint, including relevant dates and details.
- Any supporting documentation or evidence.

## **5. Complaint Handling Process**

### **5.1 Receipt of Complaint**

Upon receipt of your complaint, we will acknowledge receipt within 2 business days.

## **5.2 Assessment and Investigation**

We will promptly assess and investigate your complaint to understand the issues raised and gather relevant information.

## **5.3 Resolution**

We will aim to resolve your complaint within 14 calendar days from the date of receipt. If we require more time to investigate or resolve your complaint, we will inform you of the reasons for the delay and provide you with regular updates on the progress.

## **5.4 Outcome Notification**

Once a resolution has been reached, we will notify you in writing of the outcome. The outcome notification will include:

- Details of the investigation findings.
- Any actions taken or proposed to address the complaint.
- Your rights to seek further review or escalate the complaint if you are dissatisfied with the outcome.

## **6. Review and Escalation**

If you are not satisfied with the outcome of your complaint, you may request a review by contacting us at [activehorizonshg@gmail.com](mailto:activehorizonshg@gmail.com).

## **7. Confidentiality and Privacy**

We will handle your complaint with confidentiality and respect your privacy in accordance with our Privacy Policy and relevant privacy laws.

## **8. Feedback and Continuous Improvement**

We value feedback received through the complaints handling process and will use it to improve our services and prevent future occurrences.

## **9. Contact Information**

If you wish to lodge a complaint or have any questions about our Complaints Policy, please contact:

**Active Horizons Health Group**

**Email:** [activehorizonshg@gmail.com](mailto:activehorizonshg@gmail.com)