



## **Complaints, Feedback and Enquiries Policy.**

Hope Floats welcomes all enquiries, feedback and concerns.

Any form of feedback is taken seriously and is seen as an opportunity for improvement of all aspects of the service we provide.

We encourage you to please consider talking with your counsellor first if a concern, complaint or any form of feedback arises. Holly can be contacted at [holly@hopefloats.com.au](mailto:holly@hopefloats.com.au).

To make a complaint about Hope Floats and the service you have received, you can contact Hope Float's professional body The Australian Counselling Association [www.aca.net.au](http://www.aca.net.au) to access their complaints procedures.

If you are not satisfied with a Victorian health service provider the Health Complaints Commissioner can be contacted on 1300 582 113 or via their website <https://hcc.vic.gov.au/make-complaint>