



Psychotherapy & Counselling
Federation of Australia

Grievance Form

For Grievances against PACFA Members and Registrants

The Grievance Form is designed to collect sufficient information for the PACFA Ethics Committee to assess whether a Grievance can be considered by a PACFA Grievance Panel under the PACFA Professional Conduct Procedures 2020.

PACFA also offers Alternative Dispute Resolution (ADR) which is a shorter, less formal process that aims to achieve early resolution of a complaint through an Intermediary. ADR will always be considered as a first option prior to proceeding with the processing of a Grievance.

PACFA can hear Grievances in certain circumstances but we do not have jurisdiction to hear all Grievances. It is therefore important to seek advice from PACFA before you fill in this Grievance Form.

IMPORTANT: Please see the [PACFA Professional Conduct Procedures 2020](#) for more details.

Before completing this form, please contact the PACFA Ethics Officer for preliminary advice on lodging a Grievance.

Have you spoken to a PACFA Ethics Officer about your Grievance?

Yes No

If Yes, approximate date of contact with the PACFA Office: _____

If No, please contact PACFA on 03 9486 3077 or email admin@pacfa.org.au **for a call back.**

If you are lodging a Grievance, all relevant parts of this form must be completed for the Grievance to proceed. An Intermediary will contact you prior to the start of the Grievance process to ensure that you receive appropriate support.

If you wish to undertake Alternative Dispute Resolution, please complete the Complaint Form.

1. About Your Grievance

1. Who is lodging a Grievance?

I am lodging a grievance on my own behalf as the person who received a therapeutic service from a PACFA Member or Registrant

OR

I am lodging a Grievance on behalf of another person because I am a parent or the legal guardian representing a child who has received a therapeutic service from a PACFA Member or Registrant

OR

I am lodging Grievance on behalf of another person because I am the Representative of an adult who has received a therapeutic service from a PACFA Member or Registrant (see definition of Representative in the Professional Conduct Procedures to determine whether this option applies)

2. Informal Resolution

PACFA encourages parties to a dispute to seek informal resolution before lodging a Grievance

Have you attempted to resolve the Grievance directly with the PACFA Member or Registrant?

Yes No

If Yes:

- Please explain in the space below the steps taken to try to resolve the Grievance informally;
- Please provide or attach all details of the communication which has taken place in relation to attempts to resolve the Grievance, including any relevant documentation.

Details of attempts at informal resolution:

3. Details of the person lodging a Grievance

Please provide details of the Person lodging a Grievance

Details of the Person lodging a Grievance:			
Surname:		First Name:	
Organisation (if applicable)			
Postal Address:			
State:		Postcode:	
Email:			
Phone No:			
Main language:		Interpreter required:	Yes / No

Please provide details of the Representative of the Person lodging a Grievance

Details of the Representative of the Person lodging a Grievance: Only complete this section if applicable			
Surname:		First Name:	
Organisation (if applicable)			
Postal Address:			
State:		Postcode:	
Email:			
Phone No:			
Main language:		Interpreter required:	Yes / No
If you are a Representative of the Person lodging a Grievance, what is your relationship to the Person lodging a Grievance?			
Parent or legal guardian of a child who has received a therapeutic service from a PACFA Member or Registrant			
Representative* of an adult who has received a therapeutic service from a PACFA Member or Registrant * Please see the PACFA Professional Conduct Procedures 2020 for the definition of a Representative			
If you ticked Representative, please explain:			

--

4. Details of the person you are lodging a Grievance against (the PACFA Member or Registrant)?

Details of PACFA Member or Registrant:			
Surname:		First Name:	
Organisation: (if applicable)			
Practice Address:			
State:		Postcode:	
Email:			
Phone No:			

5a. Details of the Grievance

Please provide details of the Grievance, including:

- What happened
- Context in which the events occurred
- Who was involved
- When did it happen
- Why it has caused you concern

It is important to include dates, times, places and people that are relevant to your Grievance. If you require extra space, please attach additional information. If you have supporting documentation, please attach.

Information you supply for question 5a will be shared with the Member or Registrant against whom you are lodging a Grievance

<i>Details of the Grievance:</i>

Details of the Grievance:

5b. Details of the alleged breaches of the relevant Code

Please refer to the [PACFA Code of Ethics 2017](#) and the [PACFA Professional Conduct Procedures 2020](#)

Please list the clauses from the PACFA Code of Ethics 2017 that you believe have been breached. It is not expected that you are responsible for identifying all breaches that might have occurred, but just the clauses that you believe have been breached as a result of your experience. It would help if you could give examples of the ways you believe these clauses have been breached. If you wish you may attach a more formal statement to this form. You may also provide copies of any supporting documentation relevant to your Grievance.

Information you supply for question 5b will be shared with the PACFA Member or Registrant about whom you have a Grievance with. Please note that, should the Grievance proceed, the PACFA Grievance Panel will examine the Grievance against the entire Code of Ethics and may additionally identify clauses of the Code that may have been breached other than those mentioned here by you.

If you require assistance to identify the clauses of the Code of Ethics that may have been breached, please contact the PACFA Ethics Officer for assistance.

6. What outcome would help to resolve the Grievance?

Information you supply for question 6 will be shared with the Member or Registrant against whom you are lodging a Grievance.

7. Privacy

If you submit this Grievance, personal information about you and the Grievance will be collected by PACFA and used in order to consider the Grievance in accordance with the PACFA Professional Conduct Procedures. All personal information will be treated in accordance with PACFA's Privacy Policy which follows relevant privacy legislation.

In order to process this Grievance, a copy of your answers to questions 5(a) 5(b) and 6 will be forwarded to the Member or Registrant against whom you are lodging a Grievance.

I agree to a copy of the Grievance (the answer to question 5a, 5b. and 6) being sent to the PACFA Member or Registrant against whom I am lodging the Grievance

Yes No

If you do not agree to share details of the Grievance with the PACFA Member or Registrant against whom you are lodging the Grievance, PACFA will not be able to consider your Grievance.

8. Consent to Grievance and Declaration

Please complete only ONE of the following Declarations

a. I am the Person who received a therapeutic service from a PACFA Member or Registrant and I wish to lodge this Grievance

Signature: _____ Dated: _____

OR

b. I am a Parent or legal guardian representing a child who has received a therapeutic service from a PACFA Member or Registrant and I wish to lodge this Grievance

Signature: _____ Dated: _____

OR

c. I am the Representative – as defined by the PACFA Professional Conduct Procedures 2020 – of an adult who has received a therapeutic service from a PACFA Member or Registrant and lodge this Grievance on their behalf

Signature: _____ Dated: _____

NOTE:

If PACFA deems this Grievance to be of a significantly serious nature, PACFA will seek advice about forwarding it to an appropriate external agency such as the Health Care Complaints Entity in your State or Territory.

Once completed, please email or mail to:

Email: admin@pacfa.org.au
Fax: (03) 9486 3933

Via post:
PACFA Complaints
PACFA
290 Park Street
Fitzroy North VIC 3068

Time for response

Acknowledgement of receipt of this Grievance will be sent to you within 5 working days.

If you do not receive acknowledgement, please contact the PACFA Office and we will investigate the reason for any delay.