



ecm

EDUCATIONAL CASE MANAGEMENT CLINICAL ALLIED HEALTH SERVICES

✉ info@ecmonhudson.com

☎ 02 4969 8060

🖱 www.ecmonhudson.com

COMPLAINTS FORM

Educational Case Management greatly values your feedback. We are committed to good governance, strong management, and providing a quality service.

ECM management is committed to not only address the complaint specifically but also address policy and procedures that may be associated with the complaint.

Background Information

Have you approached Educational Case Management Pty Ltd about this complaint? Yes No

Do you have any special circumstances we need to be aware of in order to manage your complaint? Yes No

Contact Details - Recommended but not necessary

Client's Name:

Postal Address:

Home Phone:

Postcode:

Mobile Phone:

Email Address:

Work Phone:

Preferred contact method:

Email

Mail

Home Phone

Work Phone

Complaint Details

Please use the spaces outlined below to provide a summary of the complaint is issue you would like addressed.

If you need more space or wish to include other information, attach separate documents to this form or email:

info@ecmonhudson.com or in person Hamilton or Rutherford Clinics.

Please describe in detail the incident / occasion that needs to be addressed

Date:

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In what way has this occasion / issue impacted on you and / or your well-being?

What is the desired outcome from making this complaint?

Have you tried to manage this issue on your own, and if so, how?

Are there any other issues you would like to address which may or may not be associated with this complaint?

Thank you for telling us of your concern. Your feedback is important and will be addressed and carefully considered.

Once complete, please give this form and any relevant documents to Educational Case Management Pty Ltd, or send as an attachment to info@ecmonhudson.com or in person Hamilton or Rutherford Clinics.



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Consent and Authorisation

It would assist the Educational Case Management Pty Ltd to have your privacy consent for the purpose of undertaking your complaint. You may choose to remain anonymous; however it is important to note that without your consent it will be difficult for Educational Case Management Pty Ltd to comprehensively address your concern(s).

I give consent to the Educational Case Management Pty Ltd to disclose my personal information to the clinician providing the service, individuals, professionals, organisations, including third parties, involved in the complaint for the purposes of looking into and reporting the complaint.	Yes	No
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I give consent to clinician providing the service, individuals, professional, or organisations including third parties, involved in the complaint to disclose my personal information to the Educational Case Management Pty Ltd for the purpose of looking into and reporting on my complaint by Educational Case Management Pty Ltd.	Yes	No
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I wish to remain anonymous	Yes	No
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I am under 18 years of age	Yes	No
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If you ticked 'yes' to the question above, your Parent/Guardian will need to supply their details below:

Parent / Guardian
Name:

Postal Address:

Home Phone:

Postcode:

Mobile Phone:

Email Address:

Work Phone:

Preferred contact method:

Email

Mail

Home Phone

Work Phone

If you would like a copy of this information, please print BEFORE you submit the application.

This form is available to ALL persons involved in the complaint process.

Office Use Only

Complaint Received Date:

Clinician actioning the complaint:

Resolution Steps:

Recommendations:

Complaint Resolved Date:

Client Record updated on Power Diary:

If the complaint is simple it may be resolved straight away. If the complaint is more complex it may take longer to resolve. We will always acknowledge complaints within 7 days of receiving them. Where applicable we will advise you of the person handling the complaint and their contact information. Complaints will be effectively assessed, investigated, and in all but exceptional circumstances a response will be provided within 14 days and you will be informed of the outcome in person, over the phone or in writing.