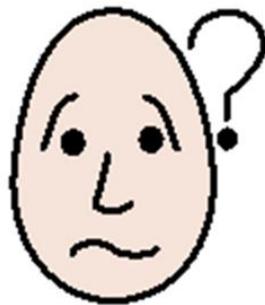
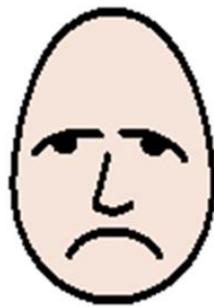




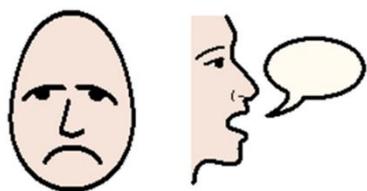
**REAL THERAPY
SOLUTIONS**

Reliable. Effective. Active. Lifechanging

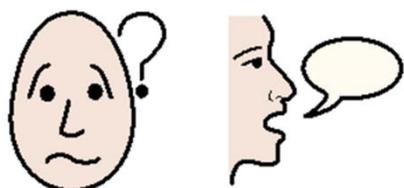
Making a complaint



What is a complaint?

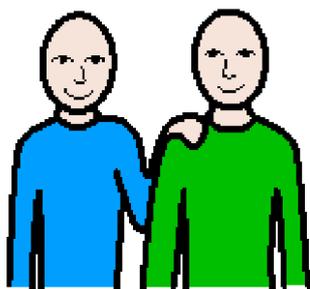


Telling us that you are not happy



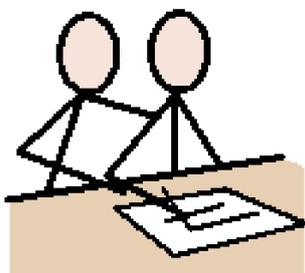
Telling us that you have a problem

Who can make a complaint?



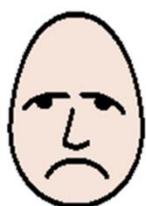
Anyone who is unhappy about us can make a complaint

Someone can help you make a complaint



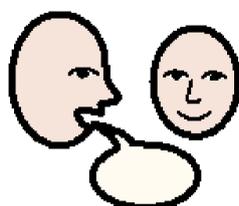
A friend, a family member, a co-worker or an advocate

What can you complain about?

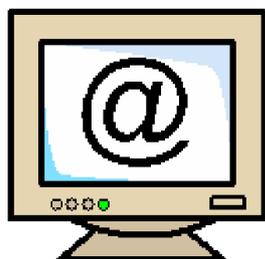


You can tell us about anything you are unhappy about

How do you make a complaint?



Tell us or your advocate. Our contact person is Amanda Wood.



Our email is:

amanda@

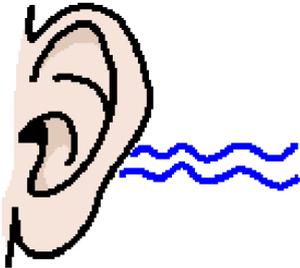
realtherapysolutions.com.au



Our phone number is:

1300 856 617

What will we do if you make a complaint?



Listen to you



Address your problem within
48 hours and tell you the next
steps



Try to fix the problem