

At DNA Life, we abide by the code of ethics as specified by the Psychotherapy and Counselling Federation of Australia (PACFA) and the Christian Counsellors Association of Australia (CCAA). We strive to provide professional and effective counselling services to our clients. We value your feedback and take complaints seriously.

This policy outlines the steps to be followed when making a complaint and how we address and resolve complaints:

1. **Complaint Submission:**

To initiate a complaint, please submit your complaint in writing via email or letter to [info@dnalife.com.au](mailto:info@dnalife.com.au). Include as much detail as possible, such as the nature of the complaint, relevant dates, and any supporting documentation.

2. **Acknowledgment of Complaint:**

Upon receiving your complaint, we will promptly acknowledge receipt and provide you with a written confirmation. This acknowledgment will include the expected timeframe for resolving the complaint.

3. **Confidentiality and Privacy:**

We treat all complaints with the utmost confidentiality and respect for your privacy. Your personal information will only be used for the purpose of investigating and resolving the complaint.

4. **Complaint Investigation:**

We will conduct a thorough and impartial investigation into the complaint. This may involve gathering additional information, interviewing relevant parties, and reviewing relevant records.

5. **Resolution and Communication:**

Once the investigation is complete, we will communicate the outcome of the investigation to you in writing. If we find that the complaint is substantiated, we will outline the proposed resolution and any necessary corrective actions.

6. **Appeals:**

If you are dissatisfied with the outcome or resolution proposed, you have the right to request an appeal. Appeals should be submitted in writing within a reasonable timeframe, outlining the grounds for appeal. An independent third party may be involved in reviewing the appeal if necessary.

7. **Continuous Improvement:**

We view complaints as an opportunity for improvement. All complaints and their resolutions are recorded and analysed to identify areas for improvement in our services and processes.

8. **External Bodies:**

If you remain dissatisfied after following our internal complaints process, you have

the option to escalate your complaint to external bodies such as the relevant professional association or regulatory authority.

**9. Documentation:**

All complaint-related documentation, including correspondence and investigation findings, will be securely retained for the required period as mandated by applicable laws and regulations.

**10. Non-Retaliation:**

We are committed to ensuring that no adverse actions are taken against individuals who raise complaints in good faith. Retaliation of any kind will not be tolerated.

If you have any questions or need assistance regarding the complaints process, please do not hesitate to contact us at [info@dnalife.com.au](mailto:info@dnalife.com.au).

By engaging our services, you acknowledge that you have read and understood this complaints policy and agree to abide by its procedures.

Please note that this complaints policy does not affect your rights under Australian consumer law or other applicable laws and regulations.

EFFECTIVE DATE: The effective date for this Complaints Policy is 24 July 2023.