To make complaint to external body please contact:

Health & Community
Services Commission
5th Floor, NT House
22 Mitchell Street,
Darwin NT 0800
GPO Box 4409
Darwin NT 0801
Phone: (08) 8999 1969
Free call: 1800 004 474
Email: hcscc@nt.gov.au

The privacy of both service user and provider is respected: no reference is made in regards to lodgment of a comment, complaint or appeal in any person's file.

Consistent with NT Government Policy and Legislation, Sandstone Therapy Centre endorses fair infomation handling practices.

Any information provided, including identification of individuals, will only be used for the purpose intended and where the intention includes confidentiality, information will be retained as such unless otherwise required by law.

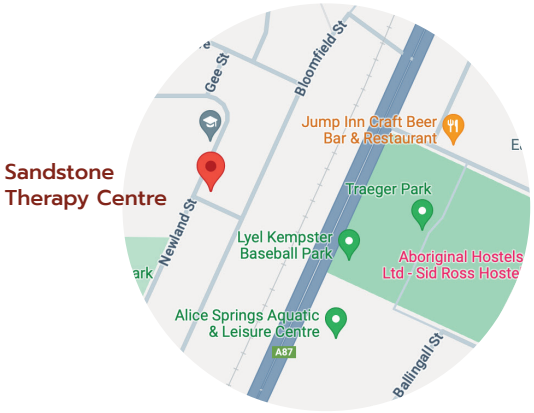
Sandstone Therapy Centre

21 Newland Street
Alice Springs, NT 0870

PO Box 1052
Alice Springs, NT 0871

Phone: 8952 5899
Email: receptionist@sandstonetherapy.org.au
Web: www.sandstonetherapy.org.au
Mon—Fri: 8.30am—4.30pm

Sandstone Therapy Centre is a smoke free environment



NORTHERN TERRITORY GOVERNMENT

Sandstone Therapy Centre is financially supported by the Northern Territory Government

Version 1: May 2024

sandstone
THERAPY CENTRE INC

Consumer Comments, Complaints & Appeals

REGISTERED CHARITY · acnc.gov.au/charityregister

SERVICE EXCELLENCE

"Improved quality of life for individuals and families in Central Australia"

Name of Complainant _____ **Date:**_____ **Name of Advocate or Support Person** _____ **Do you require any help with communication?** _____ e.g. Interpreter or National Relay Service
Phone Number:
Email Address:
When can we contact you?
Your Comment / Complaint / Appeal
What outcome would you like to achieve by making this Comment / Complaint / Appeal
Action taken on receipt of Comment / Complaint / Appeal:
Resolved at point of contact: ☐
Referred to CEO for action: ☐
Comments & Signature:

How do I lodge this form? Please lodge document in person for attention of:

CEO
Sandstone Therarpy Centre
21 Newland Street
Alice Springs NT 0870
PO Box 1052
Alice Springs NT 0871

Email:
receptionist@sandstonetherapy.org.au
Web:
www.sandstonetherapy.org.au

A response will be made within five working days of receipt of the comment/complaint or appeal.
You have the right to an advocate, support person or interpreter.
You shall be informed of the outcome of your comment/complaint/appeal in writing from the CEO

Your comment/complaint/appeal will be dealt with as per the Sandstone Therapy Centre policy: Personal Grievences
(See reception for copy of full policy)

Thank you

Your feedback assists us to improve the quality and safety of our service.