

# Complaints and Feedback



## 1. Purpose

Mindshift 4 Life values open communication and continuous improvement. This policy outlines how feedback and complaints are managed to ensure all participants feel heard, respected, and supported.

## 2. Scope

This policy applies to all services provided by Mindshift 4 Life, including Mental Health First Aid training, communications, and interactions with clients, participants, and stakeholders.

## 3. Our Commitment

We are committed to:

- Listening actively and respectfully
- Responding promptly and fairly
- Maintaining confidentiality
- Using feedback to improve our services

## 4. Providing Feedback

We welcome all forms of feedback—positive, constructive, or critical.

You can share your thoughts via:

- In-person during training sessions

Feedback may relate to:

- Course content or delivery
- Accessibility and inclusion
- Communication or customer service
- Any other aspect of your experience

**Mindshift 4 Life**

[mindshiftlife9@gmail.com](mailto:mindshiftlife9@gmail.com)

0491614531

<https://www.mindshift4life.com.au/>

ABN: 57 487 527 752

# Complaints and Feedback



## 5. Making a Complaint

If you are dissatisfied with any aspect of our service, we encourage you to raise your concern. Complaints can be submitted:

- In writing
- Verbally during or after a session
- Anonymously, if preferred

Please include:

- A clear description of the issue
- Relevant dates, locations, or people involved
- Any desired outcome or resolution

## 6. Response Process

We aim to:

- Acknowledge complaints within 5 business days
- Investigate and respond within 30 business days
- Keep you informed throughout the process

If a resolution cannot be reached immediately, we will provide updates and a timeline for next steps.

## 7. Escalation

If you are not satisfied with the outcome, you may request a review or escalate to:

- Mental Health First Aid Australia (if related to accredited training)
- The Australian Human Rights Commission (for discrimination or accessibility concerns)
- The Office of Fair Trading QLD (for consumer complaints)

## 8. Confidentiality & Respect

All complaints and feedback are treated confidentially. We will never retaliate or discriminate against anyone who raises a concern. We are committed to resolving issues in a respectful and trauma-informed manner.

## 9. Continuous Improvement

Feedback and complaints are reviewed regularly to identify trends and improve our services. We appreciate your voice in helping us grow.

**Mindshift 4 Life**

mindshiftlife9@gmail.com

0491614531

<https://www.mindshift4life.com.au/>

ABN: 57 487 527 752