

# What to do if you have concerns about your Psychologist

## Client Guide

As AAPi is not a regulatory body, we do not have the authority to investigate complaints in relation to psychologists. Instead, we encourage you to follow the most appropriate steps below, should you have a complaint or concern about your practitioner.

### Step 1

In most instances, the best first step is to speak to your psychologist or their practice (if applicable) about your concerns. Sometimes putting this in writing may make the communication process quicker and easier.

### Step 2

If you do not feel comfortable communicating directly with your psychologist or psychology practice, and your psychologist is a member of AAPi, our team can pass on your feedback and concerns either anonymously or by including your details. If you have been referred by another health professional such as a GP, Paediatrician or Psychiatrist you can also discuss your concerns with them.

### Step 3

If the above steps have been taken to no avail, or are not appropriate, there are more formal channels available to [lodge complaints with the Australian Health Practitioner Regulation Agency \(Ahpra\)](#). Ahpra is responsible for the regulation and accreditation of psychologists in Australia.

If you are located in NSW or Queensland, refer [here](#) for the relevant contacts in your state to register concerns about a registered health practitioner.

For issues relating to a provider of NDIS services, please refer [here](#).

### Other useful resources

You can check the registration status of psychologists via the Ahpra website [here](#). You can also contact your local State or Territory health complaints commissioner, in relation to particular types of complaints.

**ACT** [ACT Human Rights Commission](#)

**NSW** [Health Care Complaints Commission](#)

**NT** [Health and Community Services Complaints Commission](#)

**QLD** [Office of the Health Ombudsman](#)

**SA** [Health and Community Services Complaints Commissioner](#)

**TAS** [Health Complaints Commissioner](#)

**VIC** [Health Complaints Commissioner](#)

**WA** [Health and Disability Services Complaints Office](#)