



Grievance Policy

Making a Complaint or Providing Feedback

Lit Therapy is committed to providing a high quality service to young people and their support networks. To achieve this, it is very important that there is a good relationship between you and your therapist.

We welcome any feedback you may have about your therapist, therapy or our service and will endeavor to address any of your issues. We encourage you to speak directly to your therapist if you feel your needs are not being met, however we understand this may not always be possible.

You are welcome to provide feedback (positive and negative) by emailing us at admin@littherapy.com.au or by speaking to our Director, Gemma Downie at any time. She can be contacted on 0416 485 778.

Examples of where you may like to get in touch include;

- You feel you have not been matched to the right therapist. We are happy to transfer your care to another practitioner who may provide a better match.
- You feel your therapist has breached confidentiality. We will discuss this fully and provide you with options to take the complaint further if you would like to.