# Complaints Resolution Procedure

HiFlex Physio establishes clear complaint handling procedures with a commitment to resolve quickly and fairly any complaint you make.

The first step is to make your complaint directly to the desk staff,  verbally or in writing. Where you make a complaint in writing, you will receive written feedback about the action being taken to resolve the complaint within 10 days of receipt of the complaint.

If it is not possible to resolve the complaint within 10 days, written acknowledgment of receipt of the complaint will be provided within 7 days with a specified time frame for further feedback about action taken.

All HiFlex Physio staff will be familiar with complaint resolution policies and procedures.

Where a complaint cannot be resolved, Hiflex Physio will advise you of your right to refer the complaint to Fair Trading.

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