

Making a complaint or notification

As the peak professional body for physiotherapy in Australia, the Australian Physiotherapy Association (APA) is committed to supporting our members in providing safe and quality services in a professional and ethical manner. If you feel a physiotherapist or health service has not maintained professional and ethical conduct or handled an issue inappropriately, you have a number of options.

What are my options?

A complaint that relates to the immediate health or safety of a person should be made without delay. Complaints about sexual or physical assault are lodged with the police.

In other cases, we suggest that you first discuss the complaint with the service provider or physiotherapist to see whether they can work with you to resolve the complaint. [Here](#) is a link providing some tips for resolving your concerns directly (Health Complaints Commission. *Resolve concerns about your health care.*)

If a resolution does not occur, or you are not satisfied with their actions, you may wish to contact the following organisations to discuss your complaint.

- Australian Health Practitioner Regulation Agency [AHPRA](#)
- Health complaints entity (HCE) in your state or territory. Here are links to the HCE organisations: [TAS](#), [ACT](#), [NSW](#), [QLD](#), [NT](#), [WA](#), [SA](#), [VIC](#)

Complaint about an APA member

The APA has a governance structure in place to hear complaints about our members. An advisory committee, National Professional Standards Panel (NPSP), oversees the governance. This Panel reports to the Board. It also executes a complaints procedure and makes recommendations to the Board on outcomes of complaints. You may contact APA about a complaint of a physiotherapist, however the APA is only able to consider and hear complaints of APA members. If the physiotherapist is not a member, please consider contacting the above HCE organisations. You may phone us on 1300 306 622 to find out if the physiotherapist is a member of the APA.

Complaints procedure

The hearing of formal complaints about APA members follows the APA's approved [procedure for managing complaints](#). If you wish to lodge a complaint, you may do this in any of the following ways and APA will then be in contact with you shortly.

- Phone: 1300 306 622
- Mail: PO Box 437 Hawthorn BC VIC 3122
- CEO: ceo@physiotherapy.asn.au
- NPSP Manager: npsp@physiotherapy.asn.au