

Feedback and Complaints Policy

Draft policy document for Lumen Therapeutic Services. Final legal/business approval is required before public launch.

Purpose

This policy explains the standard people can expect and how Lumen manages safety, dignity, communication, consent, privacy and service quality.

What this means in practice

Information is shared in plain English where possible. People can ask questions, use advocates, request accessible formats and raise concerns without retaliation.

Responsibilities

Workers, contractors and representatives must act within their role, keep accurate records, protect confidential information, follow relevant law and escalate safety concerns.

Review and improvement

Policies should be reviewed regularly and after incidents, feedback, legal changes or service changes.

Contact

Questions about this policy can be sent to hello@lumentherapeuticservices.com.au.

Contact: hello@lumentherapeuticservices.com.au