



## CAPA NSW Complaints Information 2013

### Before completing the CAPA Complaint form:

Confirm the person, association or agency you wish to complain about is associated with CAPA NSW by telephoning 02 9235 1500.

The CAPA Complaint Form is designed to collect sufficient information for the CAPA Ethics Committee to assess the complaint as acceptable for investigation under the CAPA Code of Ethics and complaints process.

### Completing the Form

- ◁ If you require extra space, please attach additional information separately.
- ◁ Attach any supporting documentation.
- ◁ Please provide details of the complaint including:
  - What happened?
  - Who was involved?
  - When did it happen?
  - Why it has caused you concern?
- ◁ It is important to include dates, times, places and people that are relevant to your complaint.

### Once Completed

MAIL TO: CAPA Complaints  
Counselling and Psychotherapy Association of NSW  
Suite 134, Level 13, 183 Macquarie Street  
Sydney NSW 2000

## Time for response

Acknowledgement of the receipt of the complaint will be mailed to you within 14 days.

Decision of the CAPA Ethics Committee as to the jurisdiction to investigate the complaint will be mailed to you within 21 days.

## Questions

Questions and assistance completing this form are available by telephoning the Office administrator at the CAPA office on:

Ph: 02 9235 1500

Email: [office@capa.asn.au](mailto:office@capa.asn.au)