

Complaints and Feedback Policy

We value all feedback as an opportunity to learn and improve. Clients can share compliments, concerns, or complaints by emailing dominique.wright@thesensoryplayclinic.com. All feedback will be acknowledged within 3 business days and addressed within 10 business days wherever possible.

If an issue cannot be resolved directly, clients may contact the relevant regulatory body such as Occupational Therapy Australia or the Health Care Complaints Commission in their state.