



Written complaints to the Association or state/territory health companies authority

Where anyone believes that a member of the Association has failed to comply with this code of practice, the Association encourages them initially to address the matter with the member concerned, to seek a resolution.

Complainants are also welcome to phone the Association at 03 9418 3913 to discuss their concerns confidentially with a member of the Association's staff or Board of Directors. Where, however, the person is dissatisfied with the member's responses to their complaint, or prefers to complain directly to the Association, the Association encourages them to submit a written complaint by email to admin [@myotherapy.org.au](mailto:admin@myotherapy.org.au)

Complainants have the option at any time of raising a complaint in relations to a myotherapist with the relevant state/territory health complaints authority. See our [web page](#) of state/territory codes of practice and complaints authorities

Complaints about unregistered professions

The [National Code of Conduct for health care workers](#) sets minimum standards of conduct and practice for all unregistered health care workers who provide a health service. Under this code, you can complain about incompetent or impaired health care workers, or those behaving in exploitative, predatory or illegal ways.