

File No: 18/06063

Ms Bettina Arndt

Email: [REDACTED]

Private and Confidential

Dear Ms Arndt,

I am writing in relation to the complaint made to the Australian Health Practitioner Regulation Agency (AHPRA) from a complainant who does not wish to release their identity to you. AHPRA referred your complaint to the Health Care Complaints Commission as the Commission is required to assess all complaints made about health services and practitioners in New South Wales.

The complainant was concerned that you are advertising services as a psychologist or clinical psychologist without registration.

The Commission did not seek a response from you as we considered that there was sufficient information on which to make an assessment decision.

The Commission, in consultation with the Psychology Council of New South Wales, decided to refer the complaint back to AHPRA as AHPRA is the appropriate body to manage complaints about holding out as a registered practitioner, and there were no other issues of concern that would warrant further action by the Commission.

If you have any questions about the actions being taken by AHPRA, please contact them directly on 1300 419 495.

The complainant is entitled to request a review of the assessment decision. If, in the event of a review, the Commission alters its initial assessment decision you will be advised.

If you have any questions about this decision, please contact [REDACTED] on (02) 9219 7432 or toll free in NSW on 1800 043 159.

Yours sincerely

[REDACTED]

Complaint Assessment Officer
6/02/2019

Security: Sensitive

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