



# Power Mobility Complaints Handling Process





This document is to help you make a **Complaint** or give us **Feedback** via the attached form.



You can talk to **Power Mobility** on **07 3265 4663** or via email – [sales@powermobility.com.au](mailto:sales@powermobility.com.au)

We will then send you our complaints form to complete. Once returned, we will seek to resolve the matter expediently.



You can ask someone **you trust** to help you make a complaint.



You can ask an **Advocate** to help you. An **Advocate** is someone who speaks up for you if you cannot speak up for yourself.



We will try to **fix** your problem.

We will **talk** to you about your problem.



We will keep anything you say **private and confidential**, in accordance with the law. We may need to share the details of your complaint with a third party, who we need to in order to resolve your complaint eg: Supplier of product.



### Not Happy?

You can tell:

#### NDIS Commission

1800 03 55 44

(This is a free call from landlines)

Or online

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

# Complaints / Feedback Form

Fill in the details of the person who is making the complaint/ providing feedback.

<b>Name of Person</b>	
<b>Address</b>	
<b>Phone</b>	
<b>Email</b>	
<b>My preferred contact method is</b>	

If you are making the complaint/feedback on behalf of another person provide the following details.

<b>Your Name:</b>	
<b>What is your relationship to the person?</b>	
<b>Does the person know you are making this complaint/providing feedback?</b>	
<b>Does the person consent to the complaint/feedback being made?</b>	

Who is the person, or the service about whom you are complaining or providing feedback about?

<b>Name</b>	
<b>Contact Details (if known)</b>	

**What is your Complaint/Feedback about?**

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.

*Supporting Information*

*Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).*

**What outcomes are you seeking as a result of the complaint/feedback?**

**OFFICE USE ONLY**

<b>Complaint received by</b>	
<b>Date received</b>	
<b>Action taken or required</b>	
<b>Date action completed</b>	
<b>Signature</b>	