

poweri
mobility
The power to move you



gs
electronics
Powering wheelchair service & repairs



COMPLAINTS PROCESS AND EASY READ DOCUMENTS

COMPLAINTS AND FEEDBACK (POWER MOBILITY AND GS ELECTRONICS)



This document tells you
**how to make a complaint
or give feedback.**



**Power Mobility Pty Ltd
and GS Electronics** want
you to give us **feedback or
make a complaint** if you
are unhappy.



It is **okay to complain** if you
are not happy. Tell us when
you are upset about:

- the **supports** you
received
- your **support workers**

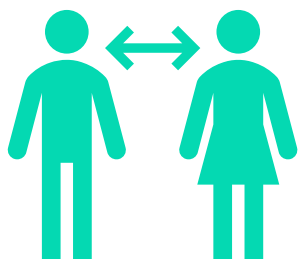


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- Power Mobility Pty Ltd or GS Electronics Pty Ltd.



If you do not feel comfortable telling us about your complaint, **you should tell someone you trust**, like your:

- mum or dad
- brother or sister
- support worker.

Ask them to help you make a complaint.



Or you can get help from a **professional, independent advocate** to make a complaint or provide feedback to us.



We can **help you find** an advocate if you want.

Ask our General Manager to help you. Call them on (07) 3265 4663



How do you make a complaint or provide feedback to us?



You can **talk** to:

- your **support worker**
- our **Complaint Manager**
- the General Manager.



You can **call or email** our **Complaints Manager** directly:

- Call: (07) 3265 4663



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- Email:
scott@powermobility.com.au



You can fill out the **Complaints and Feedback Form** and mail it to the Complaints Manager: scott@powermobility.com.au or Unit 2/452 Bilsen Road Geebung 4014. Ask the Complaints Manager or your support worker for a copy of the form.



You can fill in the **participant survey** we send to you every year.



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You can make a complaint
at any time directly to the
NDIS Commission:
Call: **1800 03 55 44**
Or go to their website:
www.ndiscommission.gov.au
u



You can make a **complaint**
and remain anonymous.
Anonymous means we will
not know who you are.



To be anonymous, use the
Anonymous Complaint
and Feedback Form
provided at your intake
meeting:



- **Complete the form** (your advocate can do this for you).
- **Mail it back to us** using the stamped, self-addressed envelope provided.

Remember, if you complain anonymously, we **cannot provide you with a response**, as we will not know who you are.



We take **all complaints and feedback** we receive **seriously**.

They help us to make our service and supports **better for you!**



How do we manage your complaint or feedback?



Our **Complaints Manager** will:

- **talk** with you about your problem
- **write** everything you say down
- **plan** to fix your problem.

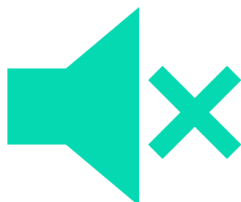


Our **Complaints Manager** will:

- try to **fix your problem**
- **contact you regularly** to tell you how the problem is being fixed.



To keep you safe, if your complaint or feedback involves someone being put **in danger of being hurt**, we will tell the police and the NDIS.



We **keep** everything you tell us **privately**.

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If you are unhappy with the way we handle your feedback or complaint, you can tell the **NDIS Commission**:

- Call: **1800 03 55 44** (free call from a landline)
- Go to their website: **www.ndiscommission.gov.au**

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