Propel Care
Support Services and Therapy

FEEDBACK AND COMPLAINTS POLICY

At Propel Care, we believe feedback is important. It helps us learn, grow, and provide better services. Whether you are happy with our service or not, we want to hear from you.

What is feedback?

Feedback is when you tell us what you think , good or bad about our decisions, team, policies or the service you received.

What is a complaint?

A complaint is when you are not happy with something and want us to fix it.
You might complain about:
- A service that didn't meet your needs
- The way someone treated you
- Something that didn't feel right

Your rights

- You have the right to give feedback or make a complaint
- You will be listened to and treated with respect
- You won't be punished for speaking up
- You can ask a support person or advocate to help you
- Your information will be kept private

How to give feedback or make a complaint

You can:
- Talk to one of our team on (07) 4724 3684
- Email: hello@propelcare.com.au
- Submit a form through our website: www.propelcare.com.au
- Send us a letter to: 2/137 Ingham Road, West End QLD 4810

You can also make a complaint without giving your name (anonymous).

What happens next?

- We will let you know we received your feedback or complaint within 3 days
- We will look into the feedback or problem and keep you updated
- Most feedback and complaints will be sorted within 21 days
- If the complaint is serious, we will investigate it properly

If you're still not happy

You can ask us to review the decision.
You can also contact the NDIS Commission:
Phone: 1800 035 544
Website: www.ndiscommission.gov.au/about/complaints

Need help?

You can have someone you trust help you like a family member, friend, or advocate.
We can also help you find an advocate like see this list