





Reboundrehab Grow – Feedback and complaints

	<p>Why we like feedback and complaints? We welcome feedback to ensure the services you receive are good.</p> <p>Why we like feedback and complaints? We welcome feedback to ensure the services you receive are good. If you would like to provide feedback or make a complaint, you can contact us:</p> <p>Phone: 1300 667 544 Email: feedback@reboundrehabgrow.com.au</p>
	<p>What happens when you complain? We want you to make complaints and give feedback without fear. Your services will not be affected if you make a complaint. You will not be made to feel bad because you gave negative feedback. Your personal information will not be shared with anyone without your consent and agreement.</p>
	<p>How do we handle complaints? We review our feedback and complaints to make improvements. We manage complaints fairly and want to achieve good results for you. We will provide you updates as we resolve your complaint.</p>
	<p>How do I make a complaint? If you need help to make a complaint, we will support you. You can also ask a family member, friend or advocate to help you make a complaint. If you need an advocate, we can help arrange one for you.</p> <p>We regularly ask for feedback through:</p> <ul style="list-style-type: none"> • phone calls, • surveys, • service review meetings, <p>You can also make a complaint by writing, emailing or speaking to us.</p>
<p>We review our feedback and complaints to make improvements. If you need help to make a complaint, we will support you. You can also ask a family member, friend or advocate to help you make a complaint. We manage complaints fairly and want to reach good results for you. We will provide you updates as we resolve your complaint.</p> <p>You can also make a complaint by:</p> <ul style="list-style-type: none"> • writing to us, • Speaking to someone. <p>We regularly ask you for your feedback through phone calls, surveys, service review meetings and in our conversations with you and your team.</p>	