



How are we doing?


Here is how you can let us know: Feedback / complaints Process


At Driving Well Occupational Therapy we are passionate about delivering a quality service for our clients regarding driving assessment, vehicle modifications and home modifications.

We work hard to do our best by our clients but sometimes things don't quite go to plan. We are welcome to feedback and suggestions on how we can continue to improve our service.

 **Talk to Us**
Chat to Jenny about how we can improve our service. If we are not doing so well, we appreciate the feedback and chance to do better. You can contact Driving Well on ph: 0407 671 621.

 **Send us a Feedback Form**
You can mail or email a Feedback Form to tell us what is going wrong - or even just send a letter or email.
PO Box 2146 Runcorn QLD 4113 | jenny@drivingwell.com.au

 **Follow up**
Let us know if we have improved - it would make our day to hear if changes we have made following your feedback have improved our service.

 **Further Problems?**
If you wish to take your complaint further, you can do so by contacting the NDIS Commission on 1800 035 544 or online at www.ndiscommission.cgov.au.
You have the right to engage another OT service to obtain a second opinion. Let us know if you need support through this process.