

FEEDBACK & COMPLAINTS

Bloomington Care committed to providing high quality services and meeting your needs. We value your feedback – including complaints.

Your feedback is important as it helps us to improve our supports and services. There are several ways you can provide feedback to Bloomington Care

Contact us on 1300 236 040

Email us at info@bloomingtoncare.com.au

What Happens Once We Receive Your Feedback

We will acknowledge your feedback by either an email or phone within two days. A member of our team may contact you to gather additional information if required. We aim to complete a review of your feedback and respond within 28 working days. If you are still unhappy with the outcome, you may request the matter to be reviewed by a member of Bloomington Care management.

If you're still dissatisfied with the outcome and wish to lodge a complaint to external agencies – Complaints can be made to the NDIS Quality and Safeguards Commission by:

Telephone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.