



Complaints Factsheet

This factsheet summarises our DEWR Complaints Policy and explains how we will act when we get your complaint.

1. Why your complaint is important to us

At DEWR we value your feedback and if we have done something wrong, we want to fix it. We will do everything we can to try to resolve your complaint or provide you with assistance if we are not the correct department or organisation to resolve it.

We learn from the complaints we receive, and they help us to improve our services.

2. What is a complaint

A complaint to us means you are not happy about our:

- operations, decisions, practices, conduct, and policies
- people (staff or contractor)
- contracted service providers (or their staff).

3. What we can help you with

When you make a complaint, we will:

- be fair and treat you with respect
- follow up with you
- tell you what will happen
- try to fix the problem straight away or give you reasons for delays
- assist you to find the correct department to complain to if it's not us.

4. When we can't help you*

When your complaint is:

- not what we consider a complaint (*please see what a complaint is above*)
- is aggressive in language, tone or behaviour
- is persistently asking for remedies which are unreasonable, disproportionate or not possible
- is repeatedly sent to us once we have provided a response to you
- is directed at our Minister or Secretary asking them to respond or contact you.

**In the method that you provide a complaint, we will clearly explain why we cannot respond to your complaint/s.*

5. How to make a complaint to us

If you would like to make a complaint, you can:

- talk to someone in your language: 13 14 50
- go to our website: [Making a complaint to the department - Department of Employment and Workplace Relations, Australian Government](#)

6. What happens when you complain to us

When you make a complaint, we will:

- acknowledge that we got your complaint within 5 business days
- try to resolve your complaint within 20 business days
- assess your complaint to ensure you get a response from the right area to discuss with you
- keep you updated on your complaint
- learn from your complaint.

7. What if you are not happy with what we decide

If you are not happy with what we do about your complaint or the decision we make about your complaint, you can seek an internal review.

An internal review will be conducted by someone not in the team managing your complaint.

8. We want you to feel supported and heard

You can also have someone from outside the department review your complaint.

The [Commonwealth Ombudsman](#) can help you if you are not happy with the way we treated you or resolved your complaint.

- Phone: 1300 362 072

9. Here are some other Complaints resources that help us, help you

We use the following resources to inform how we manage your complaint and how unreasonable complainant behaviour towards our people is managed. It ensures that our processes are fair, transparent, timely and respectful.

- [Commonwealth Ombudsman - Better Practice Complaint Handling Guide](#)
- [Commonwealth Ombudsman - Unreasonable Complainant Conduct](#)
- [Commonwealth Ombudsman - Providing Remedies.](#)