



# Complaints service

## Factsheet for individuals

This factsheet will help you understand how to make a complaint about our employment or pre-employment services or a provider, what the complaint process is, and how we manage complaints.

## Before you make a complaint

If you receive a demerit or your payment has been put on hold and you don't agree, you should contact your provider. If you're with Workforce Australia Online, you should contact the Digital Services Contact Centre by phone on 1800 314 677 or by email at [digitalservices@dewr.gov.au](mailto:digitalservices@dewr.gov.au).

You have the right to a review if you don't agree with a decision that affects you.

If you don't agree with a decision made by your provider or the Digital Services Contact Centre, you should discuss this with them first. If you're still not satisfied, or you don't feel comfortable contacting them, you can call the National Customer Service Line by phone on 1800 805 260. They will help you request a review of the decision.

If you don't agree with a decision made by Services Australia about your Centrelink payment, you can ask for a review of the decision. Visit the Services Australia website to read about [reviews and appeals](#).

## How to make a complaint

You can make a complaint:

- **online** using our [online complaint form](#)
- over the **phone** by calling the National Customer Service Line on 1800 805 260, between 9am and 7pm AEST/AEDT from Monday to Friday (except public holidays).
- by **post** at: The National Customer Service Line Manager  
Department of Employment and Workplace Relations  
GPO Box 9828  
Canberra ACT 2601

**If you need an interpreter in your preferred language** call Translation and Interpreting Service on 131 450 and ask to be connected to the National Customer Service Line.

**If you're deaf or find it hard to hear or speak on the phone**, Text Telephone (TTY) on 1800 555 677 or call the National Relay Service on 1800 555 727 and ask to be connected to the National Customer Service Line 1800 805 260.

**Note:** If your complaint is about another agency, government department or non-government organisation, please send your feedback directly to them.

## The complaints process

When we receive your complaint, we will work to understand what happened and if something different should have happened. The diagram below outlines key stages in the complaints process and when we might contact you for more information.

**Figure 1: Our complaints process**



## What you can expect from us

We are committed to deliver a complaints service that is:

- **Fair** – focused on achieving fair outcomes for each complaint. We'll handle each complaint fairly, confidentially, and with respect for all parties involved.
- **Accessible** – easy for you to make a complaint. You can make a complaint online, by email, over the phone or by letter.
- **Efficient** – prompt in addressing your complaint and communicating proactively with you. We'll let you know if we need more time or if there is a delay.
- **Transparent** – open and honest with you about your complaint. We'll keep you informed at each stage of the complaints process and explain the outcome of your complaint, including any findings that we make.

## What we expect from you

To help us resolve your complaint, we ask that you engage respectfully with the complaints officer handling your complaint and provide additional information promptly if we request it.

## Request a complaint review

If you disagree with a decision we have made about your complaint, you can ask us to review your complaint outcome.

Send your complaint review request to us by replying to the outcome email or letter. Your complaint review request must explain why you believe the original complaint outcome was wrong and provide any relevant supporting information or evidence. We will assess your complaint review request and let you know if we will change the outcome.

If we have undertaken a complaint review and you still disagree with our decision, you can contact the Commonwealth Ombudsman to seek further consideration of the complaint by:

- calling 1300 362 072
- visiting the [Commonwealth Ombudsman website](http://www.ombudsman.gov.au) (<http://www.ombudsman.gov.au>)

## Further information

To learn more about our complaints service, visit [Making a complaint about Employment and Pre-employment Services](#).

## Privacy statement

Information about how we manage your privacy is available on the [Making a complaint about Employment and Pre-Employment Services](#) page.

