



Our complaints process

Factsheet for providers

This factsheet explains what happens when the Department of Employment and Workplace Relations (DEWR) receives a complaint about an employment or pre-employment services provider.

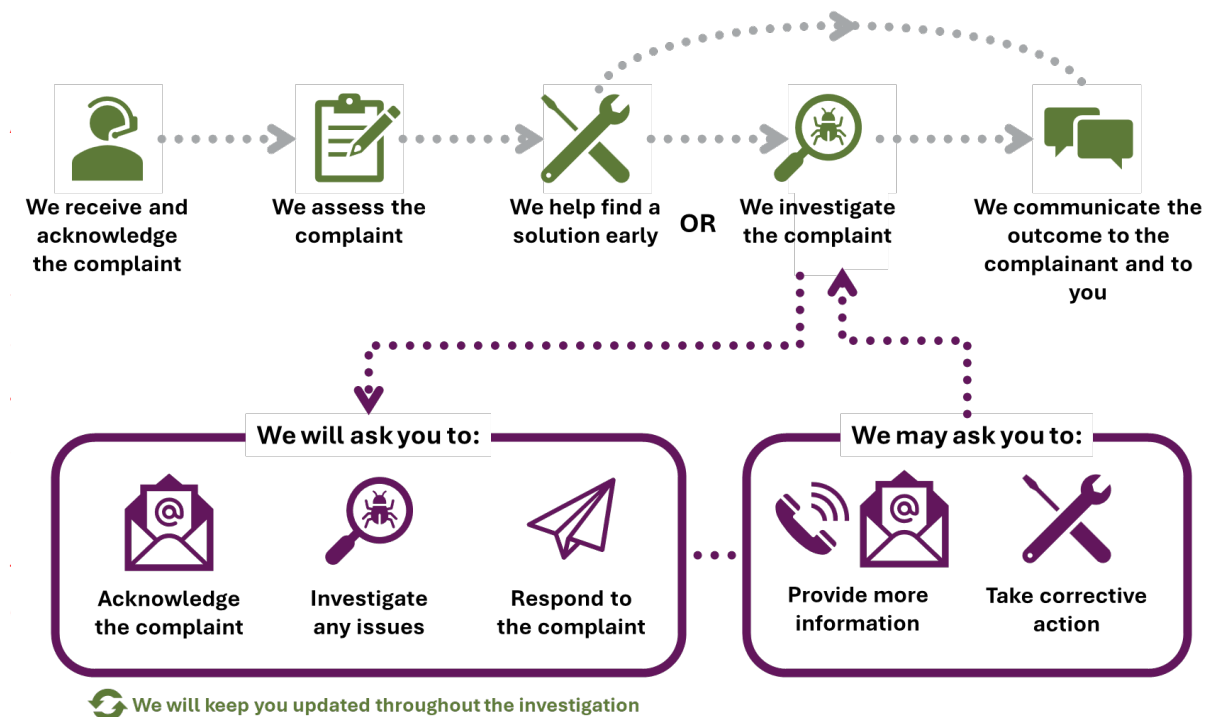
This factsheet will help you understand what you need to do to help us investigate and resolve complaints.

The complaints process

We may involve you in the process during the investigation stage to help resolve a complaint.

The image below shows the key stages in the complaints process and where we'll ask you for assistance.

Figure 1: Complaints process diagram



After the outcome of a complaint is communicated, the complainant may have a right to seek review of the handling of their complaint by the department, the Commonwealth Ombudsman, or by an Authorised Review Officer at Services Australia.

Complainants are informed of their review rights with the complaint outcome.

What we expect from providers

When we let you know about a complaint, you are required under your Deed/s¹ to actively assist DEWR to investigate and resolve complaints. We expect or may require you to:

- review the complaint and tell us you've received it
- consider any issues raised and investigate as needed
- respond to the complaint by the due date, or tell us if more time is needed
- provide information, including documentary evidence, when asked
- provide details about your proposed corrective or preventative actions, if we ask for this.

We'll also let you know if a complainant has requested that you do not contact them directly, or if they are willing to be contacted by you to help resolve their complaint.

You are required to continue providing quality employment service to the complainant throughout the complaints process.

Stay engaged with the complaints officer handling the complaint and seek clarification where required. We'll contact you to let you know our recommendations and what actions we expect you to take.

What providers can expect from us

We're committed to delivering 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** – we'll usually write to you first, but may call if we need clarification.
- **Efficient** – prompt in addressing complaint and communicating proactively with all parties. We'll let you know if we need more time or if there is a delay.
- **Transparent** – open and honest about complaints. We'll keep all parties informed at each stage of the complaints process and explain the outcome of the complaint, including any findings that we make.

We're open to feedback so we can keep meeting the needs of participants, providers, and others involved in employment and pre-employment services.

If you have any suggestions to improve the complaints service, send it to us through your Provider Lead.

Further information

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

¹ See Chapter A2, Section A2.6, clause 38.4 of the *Workforce Australia Services Deed of Standing Offer 2022-2028*. For other programs, refer to the specific program Deed/Guideline.