

# How FWO manage feedback and complaints



## Step 1: Receive and acknowledge

You can provide feedback and complaints to the Fair Work Ombudsman (FWO) using the online form available at [www.fairwork.gov.au/feedback](http://www.fairwork.gov.au/feedback)

We'll generally provide acknowledgement of receiving your feedback or complaint within two business days and where possible, resolve the matter in this timeframe.

Where possible, you should lodge a request for review within 28 days of the original decision and for a service complaint, within three months of the interaction.

## Step 2: Assess and prioritise

When we receive feedback or a complaint, we consider how we can best assist based on:

- the seriousness of the allegation or concern
- how long it's been since the issue occurred
- whether you have attempted to resolve the issue previously
- your vulnerability
- if there's a systemic or administrative issue.

You will generally receive a quicker response if you provide a clear explanation of the issues and include all relevant information.

## Step 3: Respond

Following assessment, we'll decide on an appropriate response to achieve the best outcome. This can involve allocating the complaint to a senior staff member or having an independent assessment of a FWO decision by another business area.

We ensure procedural fairness by gathering the relevant facts and circumstances to understand the issues. This may include:

- asking you to provide more information and your preferred outcome
- notifying all affected parties and seeking their version of events and relevant information
- contacting other parties for information or evidence that could assist a resolution.

## Step 4: Communicate the outcome

We'll keep you informed about the progress, including any action we've taken and the outcome. FWO actions could include:

- acknowledging the issue
- referring the matter to the relevant business area, to a specific legislative or procedure, or to another agency
- providing additional information or assistance
- issuing an apology
- reconsidering a decision
- conducting an independent review.

## Step 5: Learn from our customers

Feedback and complaints are categorised and recorded. This information helps us improve future customer experiences and satisfaction.

If you're not satisfied with the way we have handled your feedback or complaint, you can contact the Commonwealth Ombudsman at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).