

Feedback

We welcome your feedback about your experience with us. It helps us to know what we're doing well and what changes we need to make.

Tell us what you think about our services, or request a review of a decision, by completing our [Feedback form](#).

For more information on how we handle feedback and requests for review, read our [Feedback and complaints management policy \(DOCX 164KB\)](#) (www.fairwork.gov.au/ArticleDocuments/725/feedback-and-complaints-policy.docx.aspx) (PDF 347.8KB) (www.fairwork.gov.au/ArticleDocuments/725/feedback-and-complaints-policy.pdf.aspx).

Have a question about pay, entitlements or need help with a workplace issue?

Find out how to get the answer you need quickly by lodging an [online enquiry](http://www.fairwork.gov.au/contact-us/online-enquiries) (www.fairwork.gov.au/contact-us/online-enquiries) through My account or using one of our other [Contact channels](http://www.fairwork.gov.au/contact-us). (www.fairwork.gov.au/contact-us)

Provide feedback or request a review

I want to:*

About

My feedback is about
Issue

Please provide more detail (1000 character limit)

What decision do you want reviewed? (150 character limit)

Why do you think we made the wrong decision? (350 character limit)

What evidence do you have that we made the wrong decision? (350 character limit)

What outcome are you looking for? (350

character limit)

Tell us a little more about yourself

Do you have an account or reference with us?*

[Choose]

Please provide your My account email

Please provide your CRN

Please provide your matter number

Please provide your enquiry number

Do you want a response to your feedback?*

[Choose]

Please provide us with your details

First name

Last name

Email address

Phone number

Thank you for your feedback. It will be considered but we will not contact you about it.

Mandatory field(s) marked with *

Submit

Clear

Fraud

You can confidentially provide information about suspected fraudulent or unethical behaviour in the provision of Australian Government services that are managed by the Fair Work Ombudsman by emailing us at fraud@fwo.gov.au (<mailto:fraud@fwo.gov.au>).

Commonwealth Ombudsman

If you're not satisfied with the way we have handled your feedback or complaint, you can contact the [Commonwealth Ombudsman](http://www.ombudsman.gov.au/making-a-complaint) (<http://www.ombudsman.gov.au/making-a-complaint>). The Commonwealth Ombudsman can investigate complaints about Australian Government departments and agencies, including us.

Privacy

For information about protecting your privacy while using our website, please see our [website privacy statement](http://www.fairwork.gov.au/website-information/privacy) (www.fairwork.gov.au/website-information/privacy). You can also view our Privacy Policy on [our policies page](http://www.fairwork.gov.au/about-us/our-policies#privacy) (www.fairwork.gov.au/about-us/our-policies#privacy).

Contact us

Fair Work Online: www.fairwork.gov.au

Fair Work Infoline: 13 13 94

Need language help?

Contact the Translating and Interpreting Service (TIS) on 13 14 50

Hearing & speech assistance

Call through the National Relay Service (NRS):

For TTY: 13 36 77. Ask for the Fair Work Infoline 13 13 94

Speak & Listen: 1300 555 727. Ask for the Fair Work Infoline 13 13 94

The Fair Work Ombudsman is committed to providing advice that you can rely on. The information contained on this website is general in nature. If you are unsure about how it applies to your situation you can call our Infoline on 13 13 94 or speak with a union, industry association or workplace relations professional. Visitors are warned that this site may inadvertently contain names or pictures of Aboriginal and Torres Strait Islander people who have recently died.