

Feedback and Complaints Management Policy



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Policy purpose

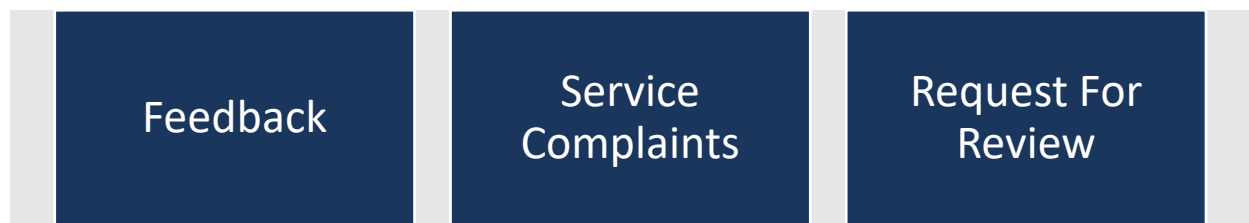
The Fair Work Ombudsman (FWO) is an independent statutory agency created by the Fair Work Act 2009 (Cth) (FW Act). The purpose of the Feedback and Complaints Policy (Policy) is to provide simple and clear information about how the FWO responds to feedback and complaints about our services.

The FWO is committed to improving our services. Feedback helps us enhance our services and respond to community needs and expectations. Feedback and complaints provide valuable information we can use to improve future customer experiences and satisfaction, and helps us know what we're doing well and what changes we need to make.

Feedback and complaints are managed by a separate team within the FWO who are responsible for reviewing compliments or grievances about the services offered by the FWO.

Scope

You can contact the FWO with your feedback, a service complaint or a request for review of your matter:



Feedback

Feedback is commentary on FWO services from customers or other external parties where no action and/or response is expected. This might relate to being satisfied or dissatisfied with your Fair Work Infoline enquiry or information that you have read on our website [fairwork.gov.au](https://www.fairwork.gov.au).

The feedback that you provide helps us to identify any general or specific issues about potential service improvements, to verify that we have acted in accordance with the [FWO Compliance and Enforcement Policy](#), and to ensure that information contained on [fairwork.gov.au](https://www.fairwork.gov.au) is accurate and helpful to the community.

Service complaints

Where you believe we have not met your expectations or not conducted ourselves as outlined in our [Customer Service Charter](#), we support your right to make a service complaint. Service complaints are an expression of dissatisfaction with some aspect of our service where a response or an outcome is expected. Examples include, when you let us know that you can't find your pay rate because the website isn't working, you are having difficulty logging into My account or a FWO staff member has not acted appropriately in assisting with your enquiry.

Request for review

A request for review is an expression of dissatisfaction where you want the FWO to reassess a decision and to consider whether your matter was handled in accordance with the FWO's processes and policies. An example is asking us to review an investigation outcome, or a decision not to take any further action in relation to a request for assistance¹.

It's important to know that this does not mean your matter will be referred for further investigation or compliance action. However, we will review and assess whether the relevant process was followed and whether the matter was handled professionally.

Exclusions

This Policy does not apply to:

- minor issues raised directly with a FWO staff member, or their team leader, that can be addressed during a standard interaction
- contents of a compliance notice or the penalty associated with an infringement notice
- current/ongoing FWO matters
- matters previously/currently dealt with by an external agency, tribunal or court.

General service enquiries are not managed as part of the feedback and complaint's function. For general workplace relations advice or assistance with a workplace dispute, please submit an [online enquiry](#).

To lodge feedback or a complaint

We can accept feedback and complaints through any channel, however we encourage you to use the FWO's [online form](#). This helps us ensure feedback is centrally managed in our case management system.

When lodging your feedback or complaint, please include enough information so we can understand your concerns. We ask that you:

- provide an enquiry reference number or a matter number
- consider the key issues (such as what happened, when the situation occurred, who was involved)
- provide all the relevant information relating to your FWO interaction, and
- tell us what part of the process wasn't followed or performed appropriately.

What you can expect from us?

- We will treat you with courtesy, consideration and respect.
- We will listen to your concerns.
- We will take reasonable steps to resolve your issue.
- We will keep you informed of progress.
- We will apologise if we have made a mistake.

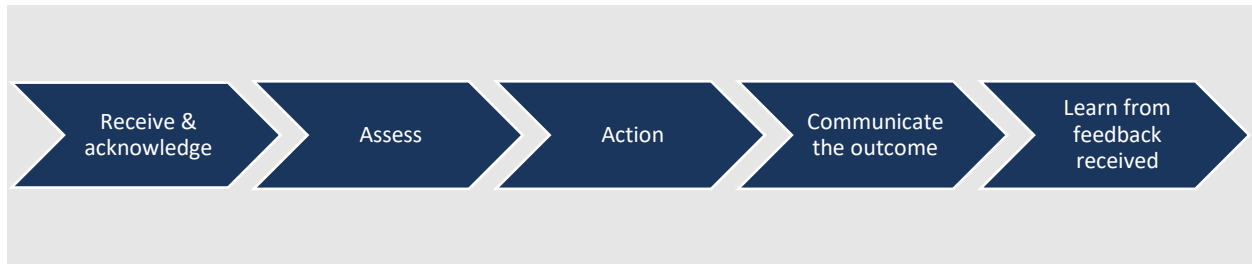
What we expect from you?

- That you actively participate, such as cooperating with any requests for information or evidence.
- That you engage and communicate with us in a respectful manner. Abusive or threatening correspondence or conduct will not be tolerated.

¹ A request for assistance is where an individual seeks assistance that is beyond the provision of advice.

- That you make only reasonable follow-up contact and requests after providing the initial feedback or complaint.

How we handle feedback and complaints



Receive and acknowledge

We will confirm receipt of all feedback and complaints, generally within 2 business days. Where required we will also provide you with an opportunity to provide further information relevant to your matter.

Timely feedback and complaints help us respond to and better manage any issues and evolving needs. The age of an issue can impact what potential outcomes or resolutions are available. Where possible, a request for review should be lodged within 28 days of the original decision.

Assess

All feedback and complaints will be treated fairly and impartially. The assessment of these matters will be based on the information and evidence available. If feedback is anonymous, it will be reviewed and considered for business improvement opportunities, but no further action will be taken.

In assessing feedback and complaints we consider all relevant circumstances, including:

- the seriousness of the allegation or concern
- whether the decision made by the FWO was communicated effectively
- how long it's been since the issue occurred
- any sensitivities associated with the matter
- if there's a systemic or administrative issue.

We won't accept feedback or complaints where:

- the allegations are outside of the scope of this Policy
- the complaint is vexatious and/or has already been raised and appropriately actioned
- there are other processes in place to address the concerns (such as disputing the content/issuing of a compliance notice), or
- a review has already been completed on the matter.

In certain circumstances we may decide not to undertake a request for review of your complaint. If this happens, we will explain why and provide you with an opportunity to provide further information.

Action

All matters are recorded in our customer management system, with all decisions recorded to ensure a transparent, accountable and consistent approach to managing feedback and complaints.

We ensure procedural fairness by gathering the relevant facts to understand the issues. This may include asking you to provide more information or supporting evidence relating to your feedback or complaint.

Once we have gathered the relevant information and evidence, we will decide on the most appropriate action and response.

FWO actions could include:

- acknowledging the issue
- referring the matter to the relevant business area, to a specific legislative or other process/mechanism, or to another agency
- providing additional information or assistance
- reconsidering a decision.

In most instances feedback matters will be initially considered by the relevant business area of the FWO, to which the matter relates. This can include, but is not limited to, a re-consideration of a decision or whether the decision made by the FWO has been communicated effectively.

If your feedback or complaint cannot be resolved, we may undertake a more detailed internal review. A more formal review will generally be completed within 3 months from the date the request is received. However, this will depend on the complexity and nature of the review and timeframes may vary. Where a review is complex and/or takes longer than anticipated, we will keep you informed of progress with regular updates.

Once your complaint or request for review has been finalised, you will be notified of the outcome and provided information on the relevant next steps available to you, if applicable to your situation.

Privacy

We are committed to protecting your privacy. If you want to learn more about how the FWO handles privacy, you can download our [Privacy Policy](#).

You can provide feedback anonymously or use a pseudonym, however, this will prevent us from identifying your matter and assessing whether it was handled appropriately and in accordance with our usual processes.

Alternatively, a third party can submit feedback on your behalf or act as your representative. We need your permission (including from minors and employees with vulnerabilities) for a third party to act on your behalf, along with their contact information. Please note, your representative will only be able to act on this matter.

Additional feedback options

If you aren't satisfied with the way we handled your concerns, you can contact the [Commonwealth Ombudsman](#) in writing, by phone, in person or via an online form.

Phone: 1300 362 072

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au/pages/making-a-complaint/

Post: GPO Box 442, CANBERRA ACT 2601

Related documents

This Policy is designed to be read in conjunction with the:

- [FWO's Compliance & Enforcement Policy](#)
- [Commonwealth Ombudsman Better Practice Guide to Complaint Handling](#)
- [NSW Ombudsman Managing Unreasonable Complainant Conduct Guide](#)
- [FWO Customer Service Charter](#)
- [FWO Privacy Policy](#)