



## COMPLAINTS POLICY

If you have a complaint about the services you are receiving from us, or about any of our people, you may contact a Complaints Review Officer. You may ask for an appointment or discuss your issue over the phone.

It is always a good idea to first discuss your issue, if possible, with the person concerned. If this is not possible or you do not wish to do this, you may request to speak to a Complaints Officer. Their phone numbers are:



**Disability Employment Services** - Please ask for the Site Manager:

### South Australia

Elizabeth	Ph. (08) 8252 1952
Gawler	Ph. (08) 8252 1952
Kilkenny	Ph. (08) 8445 2931
Marion	Ph. (08) 8296 4381
Modbury	Ph. (08) 8396 1001
Noarlunga	Ph. (08) 8186 0677
Port Adelaide	Ph. (08) 8244 2000
Salisbury	Ph. (08) 8182 3311
Seaford	Ph. (08) 8186 0677
Torrensville	Ph. (08) 8234 0482

### Western Australia

Cannington	Ph. (08) 9451 8017
Clarkson	Ph. (08) 9407 8857
Joondalup	Ph. (08) 9300 2990
Mandurah	Ph. (08) 9586 1435
Mirrabooka	Ph. (08) 9344 2979
Midland	Ph. (08) 9274 0210
Morley	Ph. (08) 9375 3818
Osborne Park	Ph. (08) 9445 2994



**Transition to Work** - Please ask for the Team Leader:

### South Australia

Aldinga	Ph. (08) 8186 0677
Noarlunga	Ph. (08) 8186 0677

### Western Australia

Clarkson	Ph. (08) 9407 8857
Joondalup	Ph. (08) 9300 2990
Mirrabooka	Ph. (08) 9344 2979
Midland	Ph. (08) 9274 0210
Morley	Ph. (08) 9375 3818
Osborne Park	Ph. (08) 9445 2994



## **NDIS**

All locations

NDIS Program Manager

Ph. (08) 8346 5662



## **Training Services**

South Australia

RTO Program Manager: SEE

Ph. (08) 8356 2729

Western Australia

RTO Program Manager: SEE

Ph. (08) 8356 2729

Vocational Education and Training

RTO Manager

Ph. (08) 8346 5662

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Your complaint will be entered in the Complaints Register and the Complaints Officer will work through the issues with you. The Complaints Officer will then contact you within one week with the outcome of their investigation.

If you are not satisfied, you may speak to a relevant Manager. Their contact phone numbers are:

## **Disability Employment Services**

Adelaide

Employment Region Manager: SA

Ph. (08) 8186 0677

Perth

Employment Region Manager: WA

Ph. (08) 9274 0210

## **Transition to Work**

Adelaide

Employment Region Manager: SA

Ph. (08) 8186 0677

Perth

Employment Region Manager: WA

Ph. (08) 9407 8857

## **Training Services**

Executive Manager: Training Services

Ph. (08) 8346 5662

If you are not satisfied with the outcome, the issue will be directed to the Complaints Review Officer:

Disability Employment Services

Chief Operating Officer

Ph. (08) 8445 2931

Transition to Work

Chief Operating Officer

Ph. (08) 8445 2931

NDIS

Chief Commercial Officer

Ph. (08) 83346 5662

*(Please see our full Policy for further details, it can be located on our website, at reception and is displayed throughout our sites)*



If your complaint remains unresolved, you can then contact the National Customer Service Line on 1800 805 260, or complete an online form at <https://www.dewr.gov.au/preemployment-and-employment-services-complaint-form>. If you are an Employer, you can call the employer hotline on 13 17 15. The National Customer Service Line can investigate matters that are reported to make sure you receive the required standard of service.

For training related matters, you can contact the National Training Complaints Hotline on 13 38 73, or complete an online form at [www.dese.gov.au/national-training-complaints-hotline](http://www.dese.gov.au/national-training-complaints-hotline)

For NDIS related complaints, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544 or complete the online complaints form at <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>. If you are deaf or find it hard hearing or speaking with people, you can also access the National Relay Service at <https://www.ndiscommission.gov.au/contact-us/makeacomplaint>.

**Other relevant Complaint Lines that may be of assistance to you are:**

- Centrelink Complaints Ph: 1800 132 468
- Fair Work Ombudsman (for Award & Wage enquiries) Ph: 13 13 94
- Commonwealth Ombudsman Ph: 1300 362 072, email [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) or completing a form online at [www.ombudsman.gov.au](http://www.ombudsman.gov.au)
- Australian Human Rights Commission – Complaints by completing an online form at <https://humanrights.gov.au/complaints/make-complaint>
- South Australian Equal Opportunity Commission Ph: (08) 7322 7070 or 1800 188 163 (country callers)
- Western Australian Equal Opportunity Commission Ph: (08) 9216 3900 or 1800 198 149
- The Disability Discrimination Commissioner Ph: 1300 369 711
- Health & Community Services Complaints Commissioner – South Australia Ph: 1800 232 007
- Health & Disability Services Complaints Line – Western Australia Ph: 1800 813 583
- Disability Advocacy & Complaints Service of South Australia – Ph: (08) 7122 6030, or online <https://www.dacssa.org.au/>
- Disability Rights Advocacy Service – Ph: (08) 8351 9500 or online <https://www.dras.com.au/>