



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

Port Adelaide	Ph. (08) 8244 2000
Elizabeth	Ph. (08) 8252 1952
Gawler	Ph. (08) 8523 4941
Kilkenny	Ph. (08) 8445 2931
Marion	Ph. (08) 8377 0101
Modbury	Ph. (08) 8396 1001
Noarlunga	Ph. (08) 8186 0677
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
Morley	Ph. (08) 9375 3818
Osborne Park	Ph. (08) 9445 2994
Midland	Ph. (08) 9274 0210



Transition to Work

South Australia	Employment Region Manager	Ph. (08) 8167 0677
Western Australia	Employment Region Manager	Ph. (08) 9407 8857



NDIS

South Australia	Chief Commercial Officer	Ph. (08) 8377 0101
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Training Services

South Australia	Area Manager	Ph. (08) 8377 0101
Western Australia	Area Manager	Ph. (08) 9356 2729
All eLearning	RTO Manager	Ph. (08) 8346 5662

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

<u>Adelaide South and West</u>	Employment Region Manager	Ph. (08) 8244 2000
<u>Adelaide North</u>	Employment Region Manager	Ph. (08) 8182 3311
<u>Perth North</u>	Employment Region Manager	Ph. (08) 9344 2979
<u>Perth South</u>	Employment Region Manager	Ph. (08) 9586 1435

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

<u>Transition to Work</u>	Chief Operating Officer	Ph. (08) 8445 2931
<u>DES</u>	Chief Operating Officer	Ph. (08) 8445 2931
<u>NDIS</u>	Chief Commercial Officer	Ph. (08) 8377 0101



ALL Training Services	Executive Manager: Training Services	Ph. (08) 8346 5662
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(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. 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 completing an online form at 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 or completing a form online at www.ombudsman.gov.au
- Australian Human Rights Commission – Complaints Ph: 1300 656 419
- 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/>