



Employment Services

Complaints, Compliments and Suggestions

Service from Employment Service providers

Whether you're a job seeker, an employer, or a community organisation involved in a work experience program, you can expect a high level of service from your employment service provider.

The Department of Education, Employment and Workplace Relations (DEEWR) monitors the way employment services are delivered for the Commonwealth Government.

All Employment Service providers have to meet the standards of service and behaviour that are set out in the Employment Services Code of Practice and Service Guarantees.

Copies of the Code of Practice and Service Guarantees are available from your employment service provider.

If you would like to talk about the service you receive from your Employment Service provider you should do the following:

1. Try to sort out the problem by discussing it with your provider. All providers must have a process in place to deal with issues you raise with them. They are eager to make things right for you.
2. If for some reason you can't discuss the issue/s with your provider, or you have tried and are still not satisfied, you should contact DEEWR.
3. You can call the DEEWR Customer Service Line on **1800 805 260** (free call from landlines) or write your concern in the space provided on the back of this form, and send it to the address listed for your State or Territory. You can also write a letter to DEEWR using the same address.

What will DEEWR do?

DEEWR will talk to you about your concern(s) and, depending on the issue, a Customer Service Officer will work with you and your provider to make sure that any problems are sorted out and you get the service you should receive.

Your concerns will be considered promptly and fairly.

If you have raised a complaint with DEEWR and are not satisfied with the way DEEWR has dealt with it, you may make a complaint to the Commonwealth Ombudsman's Office. The Ombudsman can investigate how DEEWR managed your complaint.

