



COMPLIMENTS, COMPLAINTS AND FEEDBACK FLOW CHART FOR PARTICIPANTS

IF YOU HAVE A COMPLIMENT OR FEEDBACK

If you have a compliment or feedback please share it with a member of staff or email customerfeedback@salvationarmy.org.au at any time! We will use your feedback to improve our services to others.

IF YOU HAVE A COMPLAINT

STEP 1

Speak with your Consultant to raise/discuss your complaint in order to seek a resolution. Your Consultant is required to register your concerns with Employment Plus Head Office.



If Not Resolved



Employment Consultant Resolved. Complaint Closed.

STEP 2

Formally register your complaint using one of the following options:

- Directly to a Employment Plus Manager at a Employment Plus Office
- By calling Employment Plus national service centre 136 123
- By emailing customerfeedback@salvationarmy.org.au
- By the Employment Plus website 'Contact Us' page www.employmentplus.com.au/contact-us



If Not Resolved



Complaint Manager Resolved. Complaint Closed.

STEP 3

The matter is escalated to a Employment Plus Senior Manager in order to seek a resolution, and may include a conciliation meeting to be arranged with you regarding the complaint.



If Not Resolved



Senior Manager Resolved. Complaint Closed.

If the matter is still not satisfactorily resolved, you can raise your concerns with the relevant funding or advocacy body. For the Department of Employment and Workplace Relations (Workforce Australia, Parent Pathways), call the National Customer Service Line on **1800 805 260** or complete an online form at dewr.gov.au/about-department/contact-us/complaints. For the Department of Social Services, contact the JobAccess Complaints Resolution and Referral Service at jobaccess.gov.au/stories/complaints-resolution-referral or call **1800 880 052**.