



Employment Plus

COMPLIMENTS, COMPLAINTS AND FEEDBACK FLOW CHART FOR PARTICIPANTS

IF YOU HAVE A COMPLIMENT

If you have a compliment 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



Site Manager Resolved.
Complaint Closed.

STEP 3

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



If Not Resolved



Regional Manager Resolved.
Complaint Closed.

If the matter still has not been satisfactorily resolved, you are encouraged to raise your issues with the relevant funding or advocacy agency e.g.: Department of Employment, Skills, Small and Family Business www.jobs.gov.au CRRS www.jobaccess.gov.au / National Customer Service Line: 1800 805 260