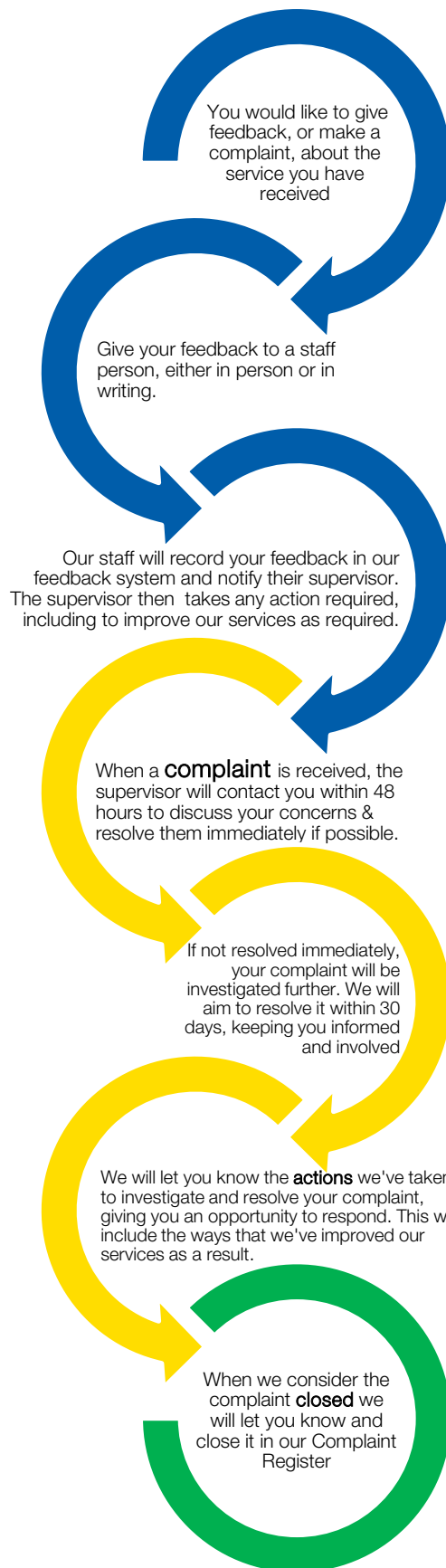


## CUSTOMER FEEDBACK PROCESS



If your complaint has **not been resolved** by talking to your Service Provider or through our internal complaint process, you can choose to take your complaint **external to The BUSY Group** by contacting the relevant Government Department. For example:

- **Workforce Australia programs:** call the National Customer Service Line on 1800 805 260, or through other methods: <https://www.dewr.gov.au/about-department/contact-us/complaints>
- **Disability Employment Service (DES),** contact the Complaints Resolution and Referral Service, ph 1800 880 052
- **NDIS:** contact the NDIS Quality & Safeguards Commission on 1800 035 544.
- **Australian Apprenticeships Support Network (AASN)** contact the Skilling Australia Information Line on 1800 020 108.

For all other BUSY programs, please ask our staff.