

CUSTOMER FEEDBACK PROCESS



When a **complaint** is received, the supervisor will contact you within 48 hours to discuss your concerns & resolve them immediately if possible.

If not resolved immediately, your complaint will be investigated further. We will aim to resolve it within 30 days, keeping you informed and involved

We will let you know the **actions** we've taken to investigate and resolve your complaint, giving you an opportunity to respond. This will include the ways that we've improved our services as a result.

When we consider the complaint **closed** we will let you know and close it in our Complaint Register

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/aboutdepartment/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
- Australian Apprenticeships Support Network (AASN contact the Skilling Australia Information Line on 1800 020 108.

For all other BUSY programs, please ask our staff.