

Complaints Handling Process

We value complaints as they help us to improve our services.

Worklink Group is committed to fair and confidential complaint handling and will work to resolve complaints as quickly as possible.

Objective of this Policy

- For both you and our staff to understand our complaints handling process;
- To let you know that your complaint is investigated impartially with a balanced view of all information and evidence;
- To let you know that we take reasonable steps to actively protect your personal information;
- That any complaint is considered on its merits taking into account individual circumstances and needs.

Definition of a complaint

In this policy a complaint means an expression of dissatisfaction by a client relating to the service provided by us.

How a complaint can be made

If you are dissatisfied with our service, we ask that you consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this, to tell us your concerns, you can lodge a complaint with us by emailing or writing to us.

In writing to: The Human Resource Manager, PO Box 454W, Westcourt, 4870 marked Private and Confidential.

By email to: complaints@worklinkgroup.org.au

If you do lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will be protected from disclosure, unless you expressly consent to its disclosure.

How we handle complaints



- You will be treated fairly if you make a complaint;
- Your complaint will be acknowledged promptly;
- The investigation will be objective, impartial and managed confidentially and where possible with as little formality as possible;
- The investigation will aim to resolve factual issues and consider options for complaint resolution and future improvement.

What will happen after a complaint is received?

Complaints will be effectively assessed, investigated and in all but exceptional circumstances an initial response will be provided within 4 working days. More complicated complaints may require more time to investigate.

We will contact you regularly to give you updates on the progress and keep you in the loop if there are any delays or changes to what we have told you.

We will also treat our staff member objectively by:

- Informing them of any complaint;
- Providing them with an opportunity to explain the circumstances;
- Providing them with appropriate support;
- Updating them on the complaint investigation and the result.

If you're not satisfied with the outcome:

If your complaint isn't resolved by the usual process, it will be referred to Worklink Group Ltd CEO.

This document was last updated on the 18th September 2018