

# CUSTOMER FEEDBACK

## COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

August 2020

Whether you are a job seeker, a participant, an employer, or a community organisation involved in a work experience programme, Jobfind is committed to providing a friendly, helpful and professional service.

We aim to ensure that any customer feedback, including a complaint, is responded to quickly with minimum distress and maximum respect for those involved.

**If you are concerned about the service you are receiving from Jobfind, we recommend the following steps:**

1. Try to resolve the problem by first discussing with the Jobfind employee concerned. Alternatively, outline your concern/s in the space provided on this form and send to the Jobfind employee.
2. If for some reason you can't discuss the issue with the Jobfind employee, or you have tried but are still not satisfied, ask to speak or meet with the Business Manager. A private meeting can be arranged.

The Business Manager will talk to you about your feedback to assist in resolving the issue promptly.

**For job seekers, employers or community partners serviced under the jobactive, Disability Employment Service or ParentsNext programmes**

3. If you are not satisfied with the outcome from steps 1 and 2, we advise that you contact the:

**National Customer Service Line on 1800 805 260 (freecall from landline).**

Where appropriate, they will contact Jobfind to seek our input. Your concern/s will be considered promptly and fairly.

### **Appeals Process**

If the complaint is due to disagreement with decisions regarding job seeker non-attendance and compliance action taken by Jobfind, follow Steps 1 and 2 above.

If a resolution cannot be reached, follow step 3 to contact the National Customer Service Line.

### **How to fill in this form**

Please type directly into the form. When complete, save a copy before emailing or printing. If completing by hand, please print clearly and mark box(es) with a tick where required.

**For assistance call 1800 113 233**

### **Lodgement Instructions**

#### **Email (preferred):**

Please send the completed form to [info@jobfind.com.au](mailto:info@jobfind.com.au)

**Post:** Please send the completed form to your local Jobfind office.

See [www.jobfind.com.au](http://www.jobfind.com.au) for address details.

Email or post the form – do not send more than once.

Please note that your privacy will be respected at all times. We recommend providing your name, address or telephone number if you would like us to contact you about your concern/s.

## Your Details

Your Full Name

Address

Suburb

State

Postcode

Mobile

Phone

Email Address

## Jobfind Office Details

Jobfind Office Location

Jobfind Employee Contact

## Your Feedback

Complaint

Compliment

Suggestion

If the feedback is on behalf of someone else, please provide their details and proof that you have legal authority to deal with the matter ie guardianship or power of attorney or certified authorisation signed by the person that allows us to communicate with you on their behalf (including collecting and disclosing their personal and health information if relevant).

What is your relationship to this person? (e.g. parent)

Is the person capable of providing feedback by themselves?

Yes

No

Unsure

What is the specific feedback?

## Privacy Statement

Personal information collected in this form is collected by Jobfind in accordance with the Privacy Act 1988 and Australian Privacy Principles (APP). Jobfind respects your privacy and is committed to protecting your personal information.

We collect your personal information to provide our services to you, to improve the quality of our services and to provide you with information about other services we offer.

You are required to provide this information in order for us to process your feedback form. Failure to provide the information may result in us not being able to action your feedback. You have the right to access and correct your personal information. You can do this at any time by contacting us on (02) 9259 5555 or in writing to Privacy Officer, Jobfind Centres Australia Suite 501, Level 5, 10 Bridge Street, Sydney NSW 2000.

Further information is available on our privacy page at <https://jobfind.com.au/privacy-policy/> or contact us by phone on (02) 9259 5555 or email at [info@jobfind.com.au](mailto:info@jobfind.com.au)

Thank you for taking the time to contact us. We are committed to continually improving our services by listening to and acting on the feedback.