



COMPLIMENTS, COMPLAINTS AND FEEDBACK FLOW CHART FOR CLIENTS

If you have a compliment

If you have a compliment please share it with a member of staff or email feedback@matchworks.com.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 MatchWorks 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 MatchWorks Manager at a MatchWorks Office
- By calling MatchWorks Head Office on 1300 006 285
- By emailing feedback@matchworks.com.au
- By the MatchWorks website 'Contact Us' page www.matchworks.com.au

If Not Resolved

Site Manager Resolved – Complaint Closed
You will be contacted by the MatchWorks Feedback Team to confirm satisfaction with the Complaint Resolution

Step 3: The matter is escalated to a MatchWorks 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
You will be contacted by the MatchWorks Feedback Team to confirm satisfaction with the Complaint Resolution.

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.:

For DES Participants Only - **Complaints Resolution and Referral Service (CRRS)**
www.jobaccess.gov.au/complaints/crrs - 1800 880 052

For Workforce Australia and DES Participants - **National Customer Service Line (NCSL)**
<https://www.workforceaustralia.gov.au/individuals/contact-us/> - 1800 805 260