



## COMPLIMENT, 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 [complimentscomplaints@matchworks.com.au](mailto:complimentscomplaints@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 [complimentscomplaints@matchworks.com.au](mailto:complimentscomplaints@matchworks.com.au) or [feedback@matchworks.com.au](mailto:feedback@matchworks.com.au)
- By the MatchWorks website 'Contact Us' page [www.matchworks.com.au](http://www.matchworks.com.au)

If Not Resolved

Site Manager Resolved – Complaint  
Closed

**Step 3:** The matter is presented to a MatchWorks Regional Manager and a conciliation meeting will be arranged with you regarding the complaint

If Not Resolved

Regional Manager Resolved –  
Complaint Closed

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.:

Department of Jobs and Small Business [www.jobs.gov.au](http://www.jobs.gov.au)  
CRRS [www.jobaccess.gov.au](http://www.jobaccess.gov.au)