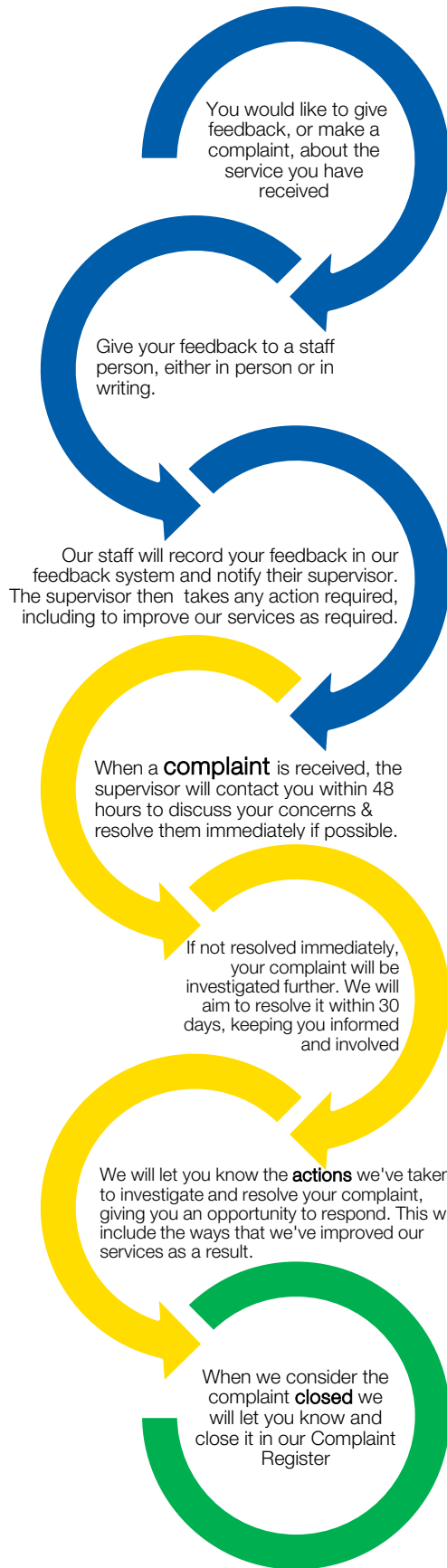


CUSTOMER FEEDBACK PROCESS



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:

- **jobactive** or **Transition to Work (TtW)**: call the National Customer Service Line on 1800 805 260, or through other methods: <https://www.dese.gov.au/about-us/resources/employment-services-complaints-compliments-and-suggestions>
 - **Disability Employment Service (DES)**, contact the Complaints Resolution and Referral Service, ph 1800 880 052
 - **NDIS**: contact the NDIS Quality & Safeguards Commission on 1800 035 544.
 - **Australian Apprenticeships Support Network (AASN)**: contact the Skilling Australia information line on 1800 020 108
- For all other BUSY Group programs, please ask our staff who you can contact.