

CUSTOMER FEEDBACK PROCESS



If not resolved immediately, your complaint will be investigated further. We will aim to resolve it within 30 days, keeping you informed and involved

We will let you know the **actions** we've taken to investigate and resolve your complaint, giving you an opportunity to respond. This will include the ways that we've improved our services as a result.

When we consider the complaint **closed** we will let you know and close it in our Complaint Register 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-servicescomplaints-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

 For al Nether BUSA Ship or pragraths, Skillinge ask our startstralia information line, on 1800 020 108

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