

Customer Feedback

Compliments, Complaints and Suggestions

Whether you are a job seeker, a participant, an employer, or a community organisation involved in a work experience programme, Direct Recruitment 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 Direct Recruitment, we recommend the following steps:

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

The Site 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 Direct Recruitment 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 Direct Recruitment, follow Steps 1 and 2 above.

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

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.

Complete this form and send to your local Direct Recruitment office.

Direct Recruitment office location:	
Direct Recruitment employee contact:	

YOUR DETAILS	
Your Full name:	
Address:	
Suburb:	
State:	
Postcode:	
Mobile:	
Phone:	
Email Address:	

Please tick

Complaint

Compliment

Suggestion

Extra documents attached (Tick if applicable):

Total number of extra pages: