

What to do If you have a Complaint

If you have a complaint about the Disability Employment Services you are receiving from Status, or about our staff, it is always a good idea to first discuss your issue, if possible, with the staff member concerned.

If this is not possible or you don't wish to do this, please contact our Complaints Officer. You may ask for an appointment or discuss your issue over the phone.

The contact person is:

Disability Management Services Complaints
David George

Ph: 8377 0101

Your complaint will be entered in the Complaints Register and the Complaints Officer will work through the issues with you. The Complaints Officer will then contact you within one week with the outcome of the investigation.

If you are not satisfied with the outcome, you may speak to an independent Manager who will review your complaint.

Complaints Review Manager
Vikki Lewis

Ph: 8346 3044

Finally, if the issue has still not been resolved you may take your complaint directly to the Complaints Resolution & Referral Service (CRRS). This is an independent service that is funded by the Australian Government that assists with complaints about Disability Employment Services providers. The details are:

The Complaints Resolution & Referral Service (CRRS)

- Freecall: 1800 880 052
- Email: crrs@pwd.org.au

Other relevant Complaint Lines that may be of assistance to you are:

Centrelink Customer Relations Line (for Centrelink complaints)	1800 050 004
SafeWork SA (for Award & Wage enquiries)	1300 365 255
Human Rights & Equal Opportunities Commission	1300 656 419
South Australian Equal Opportunity Commission	1800 188 163
The Disability Discrimination Commissioner	1300 656 419