
WHAT TO DO IF YOU HAVE A COMPLAINT

If you have a complaint about STATUS or one of our staff you may lodge a complaint with the Site Complaints Officer. You may ask for an appointment or discuss your issue over the phone.

In the first instance it is always a good idea to discuss your issue, if possible, with the staff member concerned. If this is not possible or you don't wish to do this, you may request to speak to the Site Complaints Officer.

Complaints Officer's Phone Numbers:

Welland: Tarsha Franklin Ph: 8346 3044

Modbury: Ninonne Goble Ph: 8396 1001

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 their investigation.

If you are not satisfied with the site complaint officer's response, you may request to speak with a senior manager.

Senior Manager's Phone Numbers:

Welland: Vikki Lewis Ph: 8346 3044

Modbury: Lorette Garrard Ph: 8396 1001

If your complaint is about our Training Services, Language, Literacy & Numeracy services or about Traineeship matters, you should contact:

Tarsha Franklin: Traineeship Unit on 8346 3044

If you are not satisfied with the outcome, the issue will be directed to the:

Complaints Review Officer, Emma Hunter, Ph: 8396 1001

Lastly, if the issue has still not been resolved, your complaint may be taken directly to the relevant Government Department. These are:

- For Job Services Australia Clients: Department of Education, Employment & Workplace Relations (DEEWR) - 1800 805 260;
- For Trainees and Traineeships: The Training Advocate - 1800 006 488 and ;
- For Language, Literacy and Numeracy Program: The Department of Education, Employment and Workplace Relations - 8306 8874.

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

- Centrelink Customer Relations Line 1800 050 004
- Workplace Services (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
- Workplace Ombudsman 1300 724 200