



## Policy

# Feedback and Complaints Policy

Your feedback is highly valued by the Parliamentary Workplace Support Service (**PWSS**). Your experience is important to us and we are always looking for ways to improve our service and better support all Commonwealth parliamentary workplace participants to improve the safety of the parliamentary workplace.

## How will the PWSS seek your feedback?

If you interact with the PWSS, your case coordinator will ask for your feedback at the end of the session.

If you have interacted with the PWSS over the phone, you may be asked to answer a question about your satisfaction with the service you received. You are not required to respond to this question. Responses to this question will be used by the PWSS to continuously improve our service.

Alternatively, you can provide feedback to the PWSS in the following ways:

**Online:** [Feedback form](#)

**By email:** [Support@PWSS.gov.au](mailto:Support@PWSS.gov.au)

**By phone:** 1800 PH PWSS (1800 747 977)

## What will the PWSS do with your feedback?

If you indicate as part of your feedback that you would like a response, the PWSS will be in touch with you within two days of receiving the feedback.

The PWSS will use the feedback provided to continuously improve the services provided by the PWSS. Feedback may be used to inform the way the PWSS trains its staff, works with other agencies or provides information to clients about the services offered by the PWSS.

## Complaints

The PWSS takes all complaints seriously. We are committed to handling any complaint about our service fairly, efficiently and transparently.

## What can I make a complaint about?

You can make a complaint if you have interacted with the PWSS and are not satisfied with the service you have received. This could include a complaint about:

- The way the PWSS handled personal information
- The support provided by the PWSS
- The way the PWSS provided you with support or handled your complaint regarding a serious incident
- The quality of referrals
- Accessibility of the service.

## Workplace reviews

If you are a party to a workplace review and are dissatisfied with the outcome, you can seek secondary review. This is distinct from making a complaint. For more information about seeking a secondary review of a workplace review, refer to the [Review of Decisions Factsheet](#).

Initiating a secondary review does not preclude you from making a complaint to the PWSS about how you feel your case, or workplace review, have been handled.

## How will we deal with your complaint?

If we receive a complaint from you, the PWSS will work with you to resolve the complaint quickly and fairly.

Your complaint will be handled by a PWSS officer who has not been involved in the conduct you are complaining about (the responding PWSS officer). This is important to ensure impartiality.

Within two days of receiving the complaint, the responding PWSS officer will contact you to acknowledge receipt of your complaint. The PWSS officer will outline the next steps for resolution of your complaint and let you know when you can next expect to hear from the PWSS.

At a minimum, the PWSS responding officer will communicate on the progress of your complaint **weekly** until the complaint is resolved.

When the PWSS reviews your complaint, the responding PWSS officer will:

- gather relevant facts
- investigate the issues raised and see if we can meet any requests you have made
- communicate our response to you, and invite your feedback
- identify any systemic issues raised and possible responses, and
- record your complaint and outcome.

The PWSS will take no longer than 30 days to resolve your complaint.

## Where can I make a complaint?

The PWSS takes all complaints seriously. We are committed to handling any complaint about our service fairly, efficiently and transparently.

It is preferable to make your complaint in writing. You can do so via:

**Online:** [Feedback Form](#)

**By email:** [Support@PWSS.gov.au](mailto:Support@PWSS.gov.au)

You can also make a complaint by speaking to a PWSS officer over the phone. The case coordinator will make a note of your complaint and may ask you to confirm that they have correctly represented your complaint.

**By phone:** 1800 PH PWSS (1800 747 977)