

## Customer Complaints Policy for Employment Facilitator Program

**1. Purpose:** This policy aims to ensure that all complaints from customers, including job seekers and employers, are handled fairly, efficiently, and effectively. Our goal is to resolve any issues promptly and to maintain the trust and satisfaction of our customers.

**2. Scope:** This policy applies to all staff members involved in the Employment Facilitator Program and covers complaints received from customers regarding our services, staff, or any other aspect of our program.

### 3. Principles:

- **Transparency:** We will provide clear information about how to lodge a complaint and the process we follow to resolve it.  
**Accessibility:** Our complaints process will be easily accessible to all customers.  
**Responsiveness:** We will acknowledge complaints promptly and strive to resolve them in a timely manner.  
**Fairness:** We will treat all complaints seriously and investigate them impartially.  
**Confidentiality:** We will handle all complaints confidentially, respecting the privacy of all parties involved.

**4. How to Make a Complaint:** Customers can lodge a complaint in the following ways:

- By email: [anne.blackman@sydneynorthwestfacilitator.com.au](mailto:anne.blackman@sydneynorthwestfacilitator.com.au)  
By phone: 0407 205 202  
In person: Gosford Central Plaza, Level 1, 10 William Street, Gosford  
Via our website: [www.sydneynorthwestfacilitator.com.au](http://www.sydneynorthwestfacilitator.com.au)

### 5. Complaint Handling Process:

1. **Acknowledgment:** We will acknowledge receipt of the complaint within 2 business days.  
**Assessment:** We will assess the complaint to determine its nature and the appropriate course of action.  
**Investigation:** If necessary, we will conduct a thorough investigation to gather all relevant facts.  
**Resolution:** We will aim to resolve the complaint within 10 business days. If a resolution is not possible within this timeframe, we will inform the complainant of the progress and expected resolution date.  
**Communication:** We will communicate the outcome of the complaint to the complainant and any actions taken.

**6. Escalation:** If the complainant is not satisfied with the resolution, they may request that the complaint be escalated to a higher authority within our organization for further review.

**7. Continuous Improvement:** We will regularly review our complaints handling process to ensure its effectiveness and make improvements where necessary.

**8. Contact Information:** For any inquiries or further information regarding our Customer Complaints Policy, please contact our CEO at The Finer Line at [admin@thefinerline.com.au](mailto:admin@thefinerline.com.au).

This policy is effective from 15<sup>th</sup> April 2024 and will be reviewed annually to ensure its relevance and effectiveness.