

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2011-2012**

Agency - Fair Work Australia

DEEWR Question No. EW0069_12

Senator Abetz provided in writing.

Question

Complaints Procedure

What complaints procedure do Fair Work Australia have in place for either party if they wish to make a complaint about matters relating to proceedings within Fair Work Australia or possible breaches of the Fair Work Australia Act 2009? Is this complaints procedure advertised? Are the parties to proceedings informed of such a complaints procedure and how to make such a complaint?

Answer

Fair Work Australia has provided the following response.

Complaints made against a Member of Fair Work Australia are forwarded to the President. Complaints made against staff of Fair Work Australia are forwarded to the General Manager. Any person wishing to make a complaint is advised that the complaint should be forwarded to either the President or General Manager dependent on who the complaint is against. The complaints procedure in relation to staff of Fair Work Australia is advertised on the Fair Work Australia website as part of the Service Charter.