

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

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

**Agency - Fair Work Australia**

**DEEWR Question No.EW0075\_12**

**Senator Abetz provided in writing.**

**Question**

**Complaints From Parties To Fair Work Australia Proceedings**

Which person (if any) in Fair Work Australia manages complaints from parties to Fair Work Australia proceedings? Is this person identified on the Fair Work Australia website? During Fair Work Australia proceedings do the parties to proceedings have access to this person or are they made aware of this person?

**Answer**

*Fair Work Australia has provided the following response.*

In relation to a complaint made against a Member of Fair Work Australia, the complaint is dealt with by the President. If the complaint is made against staff of Fair Work Australia, the complaint is dealt with by the General Manager. The Fair Work Australia website indicates that complaints against staff of Fair Work Australia can be made to the General Manager. There is no formal notification to parties to proceedings of the identity of the person to whom a complaint may be made.