

Process for handling complaints and feedback

1. Lodge your complaint or feedback by email

Contact IBSA and provide the following information:

- Your first name and surname
- Your organisation (if relevant)
- Your contact details (email and phone)
- The nature of your complaint/issue/feedback

2. Your complaint or feedback will be registered and acknowledged promptly by IBSA

On receiving your complaint or feedback, IBSA will:

- Log your concerns in a Register of Complaints
- Acknowledge your concerns promptly
- Assess your concerns and assign priority
- Investigate your concerns and resolve factual issues and consider options for resolution
- Communicate to you a clear and informative resolution to your concerns
- Record how your complaint or feedback was resolved

3. If you are not satisfied with the outcome

If you are not satisfied with the outcome of your complaint or feedback, IBSA will:

- Conduct an internal review of the decision
- Investigate and consider other options for resolving your concerns
- Communicate to you, options for resolving your concerns
- Communicate to you, external review options for resolving your concerns
- Refer your concerns or feedback to The Department of Education if your concerns are:
 - unable to be resolved by IBSA, or
 - are outside IBSA's authority to resolve

To lodge a complaint directly to AISC Secretariat regarding IBSA's performance as an SSO, please send an email to the following address: aiscsecretariat@employment.gov.au