



## Fact Sheet

# Complaints Process

The Federal Safety Commissioner (FSC) works to improve the safety culture of the building and construction industry through consultation, collaboration and communication with both industry and Australian Government clients. In order to achieve a high level of service delivery and ensure stakeholder satisfaction the FSC welcomes feedback and sees it as an opportunity to improve processes.

### What is a complaint?

For the purposes of the FSC complaints process, a complaint is a written expression of dissatisfaction signed and submitted using the Complaints Form template. The Complaints Form has a declaration which allows the Office of the Federal Safety Commissioner (OFSC) to explore the nature and history of the complaint. The Complaints Form also provides a declaration from the complainant that the information is true and correct.

A complaint may relate to:

- health and safety issues of building and construction companies
- accreditation, auditing or compliance processes, or
- the conduct of an OFSC employee or a Federal Safety Officer.

### When to make a complaint

If you are not satisfied with the service you have received from the OFSC we would appreciate knowing the details and nature of the issue. Through investigating complaints, the OFSC has an opportunity to improve our service to you and others.

### Appealing a decision of the FSC

Separate arrangements are in place to cover appeals against a decision of the FSC. The process is detailed in our fact sheet: How to appeal a decision of the Federal Safety Commissioner.

#### For further information you can:

- visit the [fsc.gov.au](http://fsc.gov.au)
- call the FSC Assist Line on **1800 652 500**
- email [ofsc@deewr.gov.au](mailto:ofsc@deewr.gov.au)

This fact sheet is correct as of 26 July 2009. Produced by the Office of the Federal Safety Commissioner.

The material contained in this fact sheet is for general information only. It does not reflect all the technicalities of the relevant law and you should seek legal advice in relation to your particular circumstances. The Australian Government, its employees and agents do not accept any liability for action taken in reliance on this document and disclaim all liability arising from any errors or omissions contained in this document.

### How to provide feedback to the OFSC

You can also provide feedback through our Assist Line or through the OFSC email account (details can be found at the bottom of this factsheet). However, for feedback to be considered as a complaint and formally investigated, our Complaints Form must be used.

### Protected information under the BCII Act

Information collected for the purposes of the *Building and Construction Industry Improvement Act 2005* (the Act) is protected under the Act and its Regulations. Disclosure of this information is limited and only permitted in restricted circumstances. Information collected by the OFSC in connection with a complaint will be handled in accordance with applicable laws and used solely for the purposes of investigating the complaint.

### Process of handling complaints

When the OFSC receives a complaint, we will:

- acknowledge receipt of the complaint within five working days
- provide a likely timeframe for the process and alert relevant parties of any changes to this timeframe
- investigate in a thorough, consistent and unbiased manner that is fair to those involved
- provide an overview of the findings and decision making rationale at the conclusion of the investigation
- ensure results of the investigation are verified and signed-off by a senior officer
- implement any actions resulting from the investigation.

If the content of the complaint refers specifically to health and safety issues occurring on a worksite the matter may be referred to the relevant State and Territory Occupational Health and Safety Authorities.