



Fact Sheet – Complaints Process

The Federal Safety Commissioner

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 their Australian Government clients. In order to achieve a high level of service delivery and ensure stakeholder satisfaction we welcome feedback and see it as an opportunity to improve our 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 and 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
- 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*.

How to provide feedback to the OFSC

You can provide feedback to the OFSC through your OFSC Audit Officer, the Assist Line or through the OFSC email account (details can be found at the bottom of this factsheet).

In order for feedback to be considered as a formal complaint and formally investigated, the Complaints Form must be used.

Protected information under the BCIIP Act

Information collected for the purposes of the *Building and Construction Industry (Improving Productivity) Act 2016* (the Act) is protected under the Act and the *Building and Construction Industry (Improving Productivity) (Accreditation Scheme) Rules 2019*. Disclosure of this information is very limited and permitted in very restricted circumstances. Information collected by the OFSC in connection with a complaint will be handled in accordance with all applicable laws and will only be used 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 Workplace Health and Safety Authorities.

For further information:

- Visit the FSC website at www.fsc.gov.au
- Contact the FSC Assist Line on **1800 652 500**
- Contact the OFSC via email at ofsc@dewr.gov.au

This fact sheet was last updated 16 January 2020. The Office of the Federal Safety Commissioner (OFSC) has prepared this fact sheet for general information only, and it does not replace professional advice. This fact sheet is derived from a variety of sources and has been prepared without taking into account your individual objectives, situations or needs. You should consider your personal circumstances, and if appropriate, seek independent legal, financial or other professional advice before acting. The OFSC has endeavoured to ensure the currency and completeness of the information in this fact sheet at the time of publication; however, this information may change over time. The OFSC expressly disclaims any liability caused, whether directly or indirectly, to any person in respect of any action taken on the basis of the content of this fact sheet.