



POLICY

Feedback and Complaints Policy

The Australian Building and Construction Commission (ABCC) promotes understanding and enforces compliance with Australia's workplace laws in the building and construction industry.

We value the right of the public to provide feedback or make a complaint about our services, decisions, actions and staff. This information will help us improve our policies, systems and processes so we can provide a superior service in the future.

This Policy sets out our approach to receiving and managing feedback and complaints.

OBJECTIVES

The ABCC is committed to providing an accessible, effective, efficient and fair feedback and complaints management process.

SCOPE

The ABCC welcomes feedback from any person who has dealt with the ABCC. You can provide feedback related to our services and actions of our people. You may also request certain ABCC decisions/actions be reviewed, including compliance outcomes related to investigations, audits and inspections.

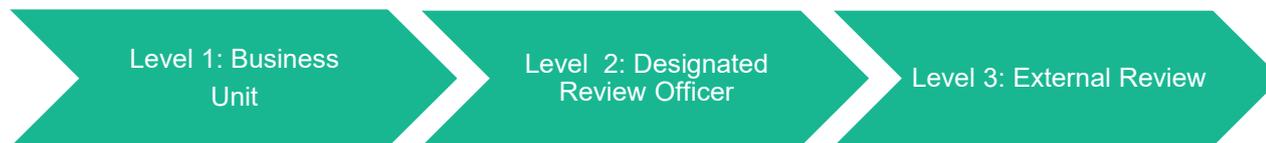
This policy does not apply in the following circumstances:

- Complaints made by building industry participants regarding potential breaches of relevant building laws that fall within the jurisdiction of the ABCC. For immediate advice or assistance on these matters please call our hotline on 1800 003 338 or email enquiry@abcc.gov.au.
- Requests for a review of an ABCC decision where the right to do so is granted by law, such as a request for review where the ABCC has issued a compliance notice or enforceable undertaking. These reviews will be conducted in accordance with applicable legislation.
- Certain complaint or review request types, for e.g. public interest disclosures and freedom of information requests are required by law to undergo different processes. For more information, please see <https://www.abcc.gov.au/about/access-information>.
- A complaint regarding the handling of your personal information. For more information, please see <https://www.abcc.gov.au/privacy-and-your-personal-information>.

HOW TO PROVIDE FEEDBACK OR MAKE A COMPLAINT

You can make a complaint via our online enquiry form which is accessible on the ABCC website: <https://www.abcc.gov.au/contact>. Before you make a complaint please consider Figure 1 which outlines our preferred approach for providing feedback and complaints.

Figure 1: Feedback and Complaints Management Model



Level 1: Business Unit

The best outcome is often achieved when your feedback or complaint is dealt with by a staff member in the relevant business area. This is because that person will already have sound knowledge of the matter. We encourage you to resolve the issue with the staff member you have been dealing with (or using a phone number the ABCC has given you). If this is not possible, you may ask to speak with the employee's supervisor or manager. If you are still not satisfied, you are able to have your feedback or complaint escalated to a senior manager.

Level 2: Designated Review Officer

If you don't agree with the outcomes of these discussions or you consider it is more appropriate for your feedback or complaint to be handled by someone that is independent of the business area you may wish to lodge your feedback or complaint by advising a member of staff or via our online enquiry form on the ABCC website: <https://www.abcc.gov.au/contact>.

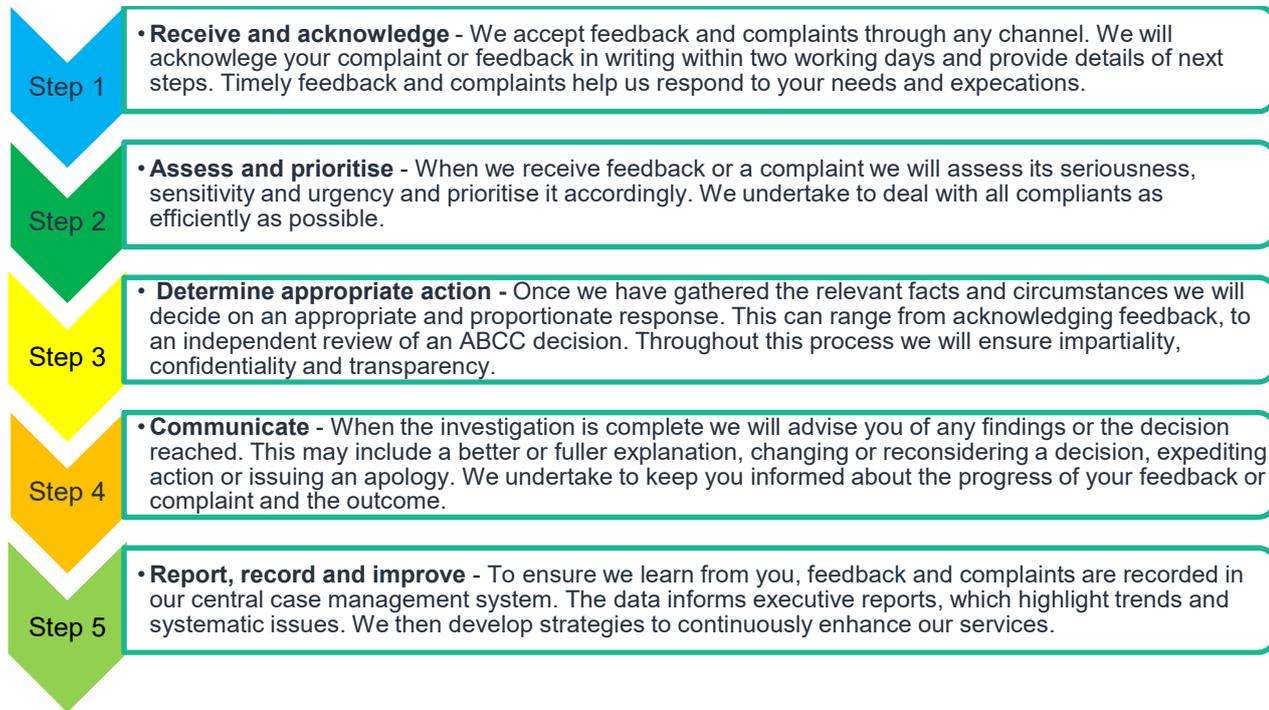
Level 3: External Review

If you are not satisfied at any time with the way we have handled your concerns, you may contact the Commonwealth Ombudsman, via www.ombudsman.gov.au/pages/making-a-complaint or by calling 1300 362 072.

OUR COMMITMENT TO DEALING WITH YOUR FEEDBACK AND COMPLAINTS

Our aim is to ensure that feedback and complaints are dealt with efficiently and effectively and that you have confidence in our processes. Figure 2 outlines our general approach to managing feedback and complaints received from the public.

Figure 2: Our approach to managing feedback and complaints



WHAT INFORMATION DO YOU NEED TO PROVIDE?

Please use the ABCC's online enquiry form, select the feedback option and fill in the required fields. The form is available at: <https://www.abcc.gov.au/contact>.

To ensure we can respond effectively, the ABCC asks those submitting feedback or a complaint to:

- Clearly explain and identify the issues in the feedback or complaint;
- Provide all relevant information you hold;
- Cooperate with requests for information or evidence and assist with our enquiries and
- Engage and communicate in a respectful manner.

We accept anonymous complaints, however we may not be able to fully investigate or respond to such complaints.

LEARNING FROM YOU

To ensure we learn from you, feedback and complaints are recorded in our central case management system. The data informs executive reports, which highlight trends and systematic issues. We then develop strategies to continuously enhance our services. We deal with personal information in accordance the [ABCC Privacy Policy](#).

RELATED DOCUMENTS

- [Commonwealth Ombudsman Better Practice Guide to Complaint Handling](#)
- [Commonwealth Ombudsman Better Practice Guide to Managing Unreasonable Complainant Conduct](#)
- [ABCC Online Enquiry Form](#)