

ParentsNext

# Complaints, Compliments and Suggestions

**Assistance from ParentsNext Project providers**

Whether you are a parent, a community organisation or local service provider involved in ParentsNext, you can expect a high level of service from ParentsNext Project providers.

The Department of Jobs and Small Business (the department) monitors the way ParentsNext Projects are delivered for the Australian Government. All ParentsNext Project providers must meet the standards of service and behaviour that are set out in the ParentsNext Project Guarantee and in their unique Project Delivery Plans. Copies are available from your ParentsNext Project provider.

The ParentsNext Project Guarantee is also available at [www.jobs.gov.au/parentsnext](http://www.jobs.gov.au/parentsnext) and each ParentsNext Project provider’s Project Delivery Plan is on their Connections for Quality page at [www.jobsearch.gov.au/ServiceProviders/Search](https://jobsearch.gov.au/ServiceProviders/Search).

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**If you are concerned about the assistance you are receiving from your ParentsNext Project provider, we recommend the following steps:**

Try to resolve the problem by first discussing it with your Project provider. All Project providers must have processes in place to deal with issues you raise with them.

If for some reason you cannot discuss the issue/s with your Project provider, or you have tried and are still not satisfied, you should contact the department.

You can call the department’s National Customer Service Line on **1800 805 260** (free call from landlines) or outline your concern/s in the space provided on this form, and send it to the address listed below.

**What will the Department of Jobs and Small Business do?**

If you contact the National Customer Service Line, a Customer Service Officer will be able to provide you with information, and, where appropriate, can contact your Project provider to seek their input. Your concern/s will be considered promptly and fairly.

If you have raised a complaint with the department and are not satisfied with the way it has been dealt with, you may make a complaint to the Commonwealth Ombudsman. The Ombudsman can investigate how the department managed your complaint. You can visit the Commonwealth Ombudsman website at: [**www.ombudsman.gov.au**](http://www.ombudsman.gov.au/)

**Please note that your privacy will be respected at all times. We recommend providing your name, address or telephone number if you would like the department to contact you or your ParentsNext Project provider about your concern/s.**

Complete this form and send to:

[nationalcustomerserviceline@jobs.gov.a](mailto:nationalcustomerserviceline@jobs.gov.a)u

Or post to:

National Customer Service Line

Department of Jobs and Small Business State Office

Reply Paid 9880

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**Please tick**

I give the Department of Jobs and Small Business permission to share the information contained in this form with my Project provider:

| **Full name:** |  |
| --- | --- |
| **Job Seeker Identification Number (JSID):** |  |
| **Centrelink Customer Reference Number (CRN):** |  |
| **Address:** |  |
| **Suburb:** |  |
| **State:** |  |
| **Postcode:** |  |
| **Mobile:** |  |
| **Phone:** |  |
| **Email Address:** |  |

**Please tick**

Complaint/s Compliment/s Suggestion/s

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**Extra documents (Please tick if applicable) Total number of extra pages:**