



How do you think we're doing? We love hearing **your feedback.**

WHAT WOULD YOU LIKE TO TELL US? WE ARE LISTENING!

Here at PeoplePlus, we understand that customer service is extremely important. Get in touch with us today if you have had a recent experience with our services - good or bad. We make it our mission to respond to each and every request, so take a couple of minutes today to provide us with a few words on how your recent experience has been with PeoplePlus.

TO LODGE A FORMAL COMPLAINT

1. Speak to your Case Manager about any difficulties or concerns you have at the moment. You may be able to resolve the issue with a brief chat.
2. If you don't feel comfortable talking to your Case Manager, request to speak with the Branch Manager. Please note that these Managers may not be immediately available, but they will contact you within 24 hours.
3. If you would like to lodge your complaint in writing, submit by completing the relevant sections on the following page of this form and placing the form into our **Customer Feedback Box** at our reception area.
4. Alternatively, you can submit your complaint by email through our website:
www.peopleplusaustralia.com.au/submit-feedback

We will address your concerns and offer a feedback solution which is fair and reasonable.

WHAT IF YOU ARE STILL NOT HAPPY?

If you feel that you cannot talk to us about your concerns or issues in regards to your recent experience with us, you can contact:

Department of Jobs and Small Business National Customer Service Line

Phone: 1800 805 260 (free call from land lines)

Email: nationalcustomerserviceline@jobs.gov.au

Customer Feedback Form



Name (optional)

Date

Please tick a box to show whether this is a **Compliment, Suggestion or Complaint**.

Compliment

Suggestion

Complaint

Please give details below of the **Compliment, Suggestion or Complaint** you would like to make.

Note: You don't have to put your name on this form but we will not be able to respond to you personally if you don't.

After completing this form, please place in our **Customer Feedback Box** at our reception area. This box is checked on a daily basis and all forms are reviewed by the Branch Manager for a quick resolution and response.

We appreciate your time and effort in providing us with your feedback!

Call **1800 773 338** today or visit
peopleplusaustralia.com.au

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