

# External Complaints Policy

## 1. Introduction

The Labour Hire Authority (Authority) is an independent statutory authority responsible for licensing and regulating the provision of labour hire services in Victoria. The Authority was established under the *Labour Hire Licensing Act 2018* (Act) and *Labour Hire Licensing Regulations 2018* (Regulations).

This policy details the process for making complaints against employees, officers and contractors of the Authority.

## 2. Types of complaints not covered

The following types of complaints are not covered by this policy:

- complaints against an Inspector appointed by the Authority pursuant to Part 5 of the Act
- complaints about a labour hire provider or host
- protected disclosures under the *Protected Disclosures Act 2012* (Vic)
- complaints or reviews relating to a decision by the Authority to:
  - grant a licence
  - refuse to grant a licence
  - impose conditions on a licence
  - cancel, suspend or vary a licence.

## 3. Making a complaint

In the first instance, a complaint or concern should be raised directly with the Authority employee, officer or contractor that the complaint relates to.

Where this is not possible, or the complaint has not been adequately addressed, a complaint may be emailed to [complaints@labourhireauthority.vic.gov.au](mailto:complaints@labourhireauthority.vic.gov.au). The complaint will then be directed to the manager of the relevant team or individual that the complaint relates to.

## 4. What to include in a complaint

It is best to include as much relevant information and supporting documentation as you can. This will enable the Authority to properly investigate your complaint. For example, you should include:

- your full name and contact number
- a summary of what your complaint is about
- relevant dates and times
- who from the Authority you talked to and whether that was by phone or email
- what was said and done
- the outcome you seek from your complaint
- any other information that you want to be considered.

Copies of any relevant or supporting documents or correspondence should also be provided.

## 5. Vexatious complaints

The Authority may decide not to investigate a complaint if it is unreasonable, frivolous or vexatious.

## 6. Outcome

The Authority aims to respond to complaints within 14 business days of the complaint being received. If more time is required, you will be notified.

If you are unhappy with the Authority's response you may be able to make a complaint to the Victorian Ombudsman. See <https://www.ombudsman.vic.gov.au/Home> for more information.