FACT SHEET

Complaints and feedback

Workplace Injury Commission

Can I make a complaint?

If we have not met your expectations, or if you believe we have not acted in line with our policies, procedures, or codes of conduct, we support your right to provide feedback or make a complaint.

A complaint can be made by any person interacting with the Workplace Injury Commission (WIC), including parties to a matter, their representatives and service providers, or a person affected by WIC's services.

What can I complain about?

You may make a complaint or provide feedback about:

- the quality of WIC's services
- our processes and procedures
- the conduct of our staff
- timeliness and delays.

We **cannot investigate** some types of complaints or feedback, including but not limited to complaints about:

- people who are not employees of WIC (e.g. legal practitioners, workers' representatives, agents or witnesses)
- systemic concerns regarding the WorkCover scheme
- Medical Panel Opinions
- freedom of information requests or complaints.

A complete list of complaints we cannot investigate is available from our *Complaints and Feedback Policy and Procedure*. If we are unable to investigate your complaint, we will let you know and, where possible, provide information about other complaint avenues that may be available.

How do I complain?

We encourage you to raise any concerns with our staff in the first instance. They may be able to quickly resolve the issue without the need for a formal complaint.

If a staff member is unable to address these concerns, you can ask to speak with their team manager.

If the team manager is unable to address your concerns, or if you aren't satisfied with the response, you can choose to make a formal complaint which will be investigated.

We prefer complaints to be made in writing. If you can't make a written complaint, contact our office, which will be able to assist you to document the complaint via telephone or in person.

You can complain by emailing us at complaints@wic.vic.gov.au or writing to us at GPO Box 251, Melbourne 3001.

What should I include in my complaint?

- Your name and contact details
- Conciliation or arbitration reference numbers (if relevant)
- What went wrong, the dates that occurred, and names of WIC staff or the Conciliation Officer or Arbitration Officer (if known)
- Details of any previous interaction with WIC in relation to the issue
- What you think should have happened
- Any relevant deadlines.

You may make an anonymous complaint, however we will only investigate it if there is enough information to do so. We will not be able to respond to an anonymous complaint.

How does WIC handle complaints?

Step 1: Receive and acknowledge

WIC will confirm receipt of the complaint within five (5) business days.

A complaint will be dealt with as quickly as possible while allowing for proper consideration of the issues raised.

We will adhere to all relevant statutory requirements.

Step 2: Assess

We will assess the complaint based on the information and evidence, and decide whether further investigation is needed. The purpose of this assessment is to decide whether the complaint is one we can accept and how best to respond.

Step 3: Respond

We will respond to a written complaint within 28 days of receiving it. If the investigation is likely to take longer, we will explain why and keep you informed.

If we decide not to investigate the complaint further, we will explain why and give you an opportunity to provide further information in order to have the complaint re-assessed.

If we investigate the complaint further, the relevant team manager may contact you to discuss the issues and ensure we understand your concerns.

Our response might include:

- providing an explanation for what occurred
- providing information about processes and procedures
- acknowledging an error if one has been made, and offering an apology
- changing a decision (but not a direction, decision, determination or order in a dispute)
- reviewing policies, procedures, systems or training to address issues raised by the complaint
- providing assistance or a referral to another organisation.

We are not required to provide any of the following in response to a complaint:

- changes to, further reasons for, or an explanation of, a Conciliation Officer or Arbitration Officer's decision, direction, determination or order
- comment on the merits of any Request for Conciliation or Referral for Arbitration
- legal advice
- comment on government policy
- information about our staff.

If you are not satisfied with the outcome of the complaint, you should raise this with the manager handling the complaint in the first instance.

If you are still not satisfied with the response, you may be able to seek assistance from external bodies such as the Victorian Ombudsman or the Victorian Equal Opportunity and Human Rights Commission.

Step 4: Learn

WIC records de-identified information about complaints and feedback in a systematic way, so that it can be retrieved for reporting and analysis and where appropriate, to identify opportunities to improve our services.

What we expect of you

We expect all complainants to:

- treat our staff with courtesy and respect
- provide all relevant information
- cooperate with our staff.

If we consider that your conduct is unreasonable, we may take actions documented in our *Complaints and Feedback Policy and Procedure* or the *Code of Conduct for Parties, Representatives and Support Persons at Conciliation and Arbitration.*

How do I provide feedback?

Feedback is a suggestion or idea about how we could improve our services, or a compliment about any aspect of your experience.

Feedback can be provided in person or by telephone to a staff member, by email to info@wic.vic.gov.au or by writing to us at GPO Box 251, Melbourne 3001.

WIC will confirm receipt of all feedback. Feedback received via email will receive an automated reply.

If the feedback suggests a change or improvement to our services, this will be recorded and considered but we may not necessarily provide a response.

If we receive feedback that does not seek a response or a particular outcome, we will consider the feedback but may not necessarily provide a response.

If we consider that the feedback should be investigated as a complaint, the feedback provider will be notified of our investigation and the outcome.

Need help?

For more information or assistance, please:

- call **03 9940 1111** or **1800 635 960**
- email **info@wic.vic.gov.au**
- visit **wic.vic.gov.au**

Do you need an interpreter?



If you have trouble understanding any of the information outlined please contact 131 450 and ask for the interpreter to contact the Workplace Injury Commission on 1800 635 960 or 9940 1111 to explain further.

الاتصال بلجنة الإصابات إذا كنت تواجه مشكلة في فهم أي من المعلومات الموضحة، فيرجى الاتصال بالرقم 131 450 واطلب من المترجم في مكان العمل لمزيد من المعلومات اتصل على الرقم 1800 635 960 أو 9940 1111

如果您对上述信息有疑问，请拨打 131 450，通过口译员联系工伤赔偿委员会，电话 1800 635 960 或 9940 1111，进行进一步咨询。

Ako ne razumijete ove informacije, nazovite 131 450 i zamolite tumača da vam nazovu Workplace Injury Commission (Komisiju za ozljede na radu) na 1800 635 960 ili 9940 1111 za objašnjenja.

Εάν δυσκολεύεστε να κατανοήσετε οποιαδήποτε από τις πληροφορίες που περιγράφονται, επικοινωνήστε με τον αριθμό 131 450 και ζητήστε από τον διερμηνέα να επικοινωνήσει με την Επιτροπή Τραυματισμών στο Χώρο Εργασίας (Workplace Injury Commission) στον αριθμό 1800 635 960 ή 9940 1111 για περαιτέρω διευκρινήσεις.

Se hai difficoltà a comprendere queste informazioni chiama il 131 450 e chiedi all'interprete di contattare la Workplace Injury Commission al 1800 635 960 o al 9940 1111 per una spiegazione più approfondita.

Ако имате тешкотии да разберете која било од наведените информации, ве молиме јавете се на 131 450 и побарајте преведувач да контактира со Workplace Injury Commission (Комисија за повреди на работното место) на 1800 635 960 или 9940 1111 заради натамошни објаснувања.

'Jeśli masz problemy ze zrozumieniem którejkolwiek z podanych informacji, zadzwoń pod numer 131 450 i poproś o tłumacza, aby skontaktował się z Workplace Injury Commision pod numerem 1800 635 960 lub 9940 1111 pod dalsze wyjaśnienia'.

Ако не разумете ове информације, назовите 131 450 и замолите преводиоца да вам назову Workplace Injury Commission (Комисију за повреде на раду) на 1800 635 960 или 9940 1111 да бисте добили објашњења.

"Si usted tiene dificultades para entender cualquier información expuesta, póngase en contacto con el 131 450 y pida que el intérprete contacte a la Workplace Injury Commission (Comision de Accidentes de Trabajo) llamando al 1800 635 960, a fin de obtener una explicación más detallada"

Nếu quý vị có bất kỳ khó khăn trong việc hiểu thông tin được nêu, xin vui lòng liên hệ 131 450 và nhờ thông dịch viên liên hệ với Ủy Ban về Thương Tích tại Nơi Làm Việc qua số 1800 635 960 hoặc 9940 1111 để được giải thích thêm.1800 635 960 hoặc (03) 9940 1111 để giải thích về mẫu này.