

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2011-2012**

Agency - Fair Work Australia

DEEWR Question No. EW0070_12

Senator Abetz provided in writing.

Question

Complaints

What is the process when Judicial Officers of Fair Work Australia receive formal written complaints from parties to proceedings in terms of: (i) Reviewing the complaint (ii) Oversight by another Officer of Fair Work Australia of the review of the complaint (iii) Approximate response time the complainant can expect to wait for the response from the FWA reviewing the complaint.

Answer

Fair Work Australia has provided the following response.

In relation to a formal written complaint made against a Member of Fair Work Australia, the complaint is forwarded to the President. If the formal complaint is made against staff of Fair Work Australia, the complaint is forwarded to the General Manager. There is no oversight by another Officer of Fair Work Australia of the review of the complaint. The complaint is dealt with as soon as reasonably practicable.