# Complaints Resolution and Referral Service (CRRS)

## A woman typing on her laptopFact Sheet

****

**1800 880 052**

**jobaccess.gov.au/complaints/crrs**

The CRRS can help you resolve complaints if a Commonwealth-funded disability employment or advocacy service is not meeting the National Standards for Disability Services.

CRRS is a free and impartial service dealing with complaints about:

* Disability Employment Services (DES)
* Australian Disability Enterprises (ADE)
* Disability Advocacy Services

Unhappy users of any of these services can access the CRRS, which will act as a mediator or facilitator between the individual and the respective service.

### What can I lodge a complaint about?

* Not getting the right pay
* Unsafe or poor employment conditions
* Not being respected and valued at work
* Not receiving the training you need to find, keep, or do a new job
* Not getting a service or support that you should be provided with
* Not being allowed to make a complaint or ignoring your complaint
* Abuse and neglect
* Being unfairly exited from a service

If you are not sure if your problem is about the **National Standards for Disability Services**, you can still contact the CRRS and you will be referred to another service that may be able to help you.

Individuals who use the service will:

* Receive impartial and confidential advice
* Be treated with respect and understanding
* Be listened to objectively

Services who participate will:

* Benefit from the skilful investigation
* Value the objective and outcome focused approach
* Gain skills in handling complaints
* Succeed in achieving better resolution of issues

For more information or to lodge a report, contact the CRRS:

**Call (toll free):** 1800 880 052  
**Email:** [crrs@glresolution.au](mailto:crrs@glresolution.au)   
**Visit:** [jobaccess.gov.au/complaints/crrs](https://www.jobaccess.gov.au/complaints/crrs)   
**National Relay Service (NRS):** 1800 555 677  
**Translating and Interpreting Service (TIS):** 13 14 50

Every person has the right to be heard. The CRRS ensures that services are listening