



CareForce1
RECRUITMENT

Dispute Resolution, Complaints & Compliance Policy

Connecting Care. Empowering People.

Policy Version: 1.0
Effective Date: 26/01/2026
Review Date: Annually or as required

NSW + AUSTRALIA - WIDEREMOTEROLES | MON - FRI, 9AM - 5PM | 0404961020 | INFO@CAREFORCE1.COM.AU

1. Purpose

CareForce1 is committed to providing professional, ethical, and compliant recruitment services.

This policy outlines how disputes, complaints, and compliance concerns are managed fairly, promptly, and transparently.

This policy aligns with:

- » NDIS Practice Standards (where applicable)
- » Australian Consumer Law
- » Fair Work obligations
- » Privacy Act 1988 (Cth)

2. Scope

This policy applies to:

- » Clients and providers engaging CareForce1 services
- » Candidates and jobseekers
- » Contractors, staff, and representatives of CareForce1
- » Any third party interacting with CareForce1 services

3. Principles

All complaints and disputes will be handled with:

- » **Fairness** – impartial and unbiased review
- » **Confidentiality** – information shared only with relevant parties
- » **Timeliness** – prompt acknowledgement and resolution
- » **Transparency** – clear communication throughout the process
- » **Non-retaliation** – no disadvantage for raising concerns

4. What Constitutes a Complaint or Dispute

Examples include (but are not limited to):

- » Dissatisfaction with recruitment services
- » Concerns about candidate suitability or conduct
- » Alleged breaches of service agreements
- » Compliance or screening concerns
- » Billing or fee disputes
- » Ethical or professional conduct concerns

5. How to Lodge a Complaint

Complaints may be submitted via:

- » **Email:** info@careforce1.com.au
- » **Written correspondence:** via CareForce1 website contact form

Where possible, complaints should include:

- » Name and contact details
- » Description of the issue
- » Relevant dates, individuals, or placements
- » Desired outcome (if known)

Anonymous complaints will be accepted where appropriate.

6. Complaint Handling Process

→ Step 1 – Acknowledgement

- Complaints are acknowledged within 2 business days.

→ Step 2 – Assessment

- The matter is reviewed by CareForce1 management.
- Relevant information, agreements, and records are examined.

→ Step 3 – Investigation

- Where required, interviews or further documentation may be requested.
- All parties are given an opportunity to respond.

→ Step 4 – Resolution

- A proposed resolution is provided within 10 business days, where reasonably possible.
- Outcomes may include corrective action, clarification, replacement support, or other

→ Step 5 – Escalation

- If unresolved, disputes may be escalated to mediation or external resolution pathways where appropriate.

7. Compliance & Corrective Action

CareForce1 maintains internal compliance processes to ensure:

- » Candidates meet screening and legal requirements
- » Records are securely maintained
- » Services align with contractual obligations

Where non-compliance is identified, corrective actions may include:

- » Additional screening or training
- » Removal of candidates from placement
- » Process or policy improvements
- » Termination of engagement where necessary

8. Confidentiality & Privacy

All complaints and dispute information is handled in accordance with the **Privacy Act 1988 (Cth)**.

Information is stored securely and accessed only by authorised personnel.

9. Record Keeping

CareForce1 maintains records of:

- » Candidates meet screening and legal requirements
- » Records are securely maintained
- » Services align with contractual obligations

Records are retained for compliance, audit, and continuous improvement purposes.

10. Continuous Improvement

Complaint and dispute data is reviewed to:

- » Improve service quality
- » Strengthen compliance frameworks
- » Identify systemic issues
- » Enhance provider and candidate experiences

11. Policy Review

This policy is reviewed:

- » Annually
- » Following legislative changes
- » After significant incidents or disputes

Contact for Complaints & Compliance:



info@careforce1.com.au



0404 961 020



www.careforce1.com.au