

## Taking a complaint further

If you are not happy with how your complaint was handled by the government agency, there are organisations that can investigate your complaint further.

The investigation that these organisations might do about your complaint is separate from any review or appeal process that takes place inside the department you are complaining about.

Here are some of the review organisations you can go to if you want to take a complaint further:

### State Ombudsman

9220 7555

Country callers: 1800 117 000

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

### Equal Opportunity Commission

9216 3900

Country callers 1800 198 149

[www.equalopportunity.wa.gov.au](http://www.equalopportunity.wa.gov.au)

### Office of Health Review

9323 0600

Country callers: 1800 813 583

[www.healthreview.wa.gov.au](http://www.healthreview.wa.gov.au)

[www.complaints.wa.gov.au](http://www.complaints.wa.gov.au)

This information is available in other formats.

Amharic

ይህ መረጃ በሌሎች ቅጾችም ተዘጋጅቷል

Arabic

تتوافر هذه المعلومات بأشكال مختلفة أخرى

Chinese

本資料有其他形式的版本

Croatian

Ove su informacije raspoložive u drugim formatima

Italian

Queste informazioni sono disponibili in formati alternativi

Japanese

ここで提供される情報は、別の形式でも入手できます

Persian

این اطلاعات به ترتیبات دیگری هم در اختیار هست

Serbian

Ove informacije su na raspolaganju u alternativnim formatima

Somali

Macluumaadkan waxaa lagu heli karaa siyaalo kale

Spanish

Esta información también se encuentra disponible en formatos alternativos

Vietnamese

Những thông tin trên đây được thực hiện bằng nhiều dạng thức khác nhau

If you would like to make a general comment about the Government, please call the

Community Access Line on **9222 9449**

or toll free on **1800 198 274**

or email at [wa-government@dpc.wa.gov.au](mailto:wa-government@dpc.wa.gov.au)



Government of  
Western Australia

Making a  
Complaint about  
Government  
Services

[www.complaints.wa.gov.au](http://www.complaints.wa.gov.au)

[www.complaints.wa.gov.au](http://www.complaints.wa.gov.au)

English

## Statement of principles

You are entitled to:

- complain when you are unsatisfied with a service or product provided by a Western Australian government agency;
- to have your complaint taken seriously; and
- be treated with courtesy and respect.

A good complaints management system is useful, because it provides valuable feedback that can help improve services. All state government agencies have a system in place to manage complaints.

### Fairness

The complaints process must be fair. This means that:

- both parties in a complaint are entitled to be listened to and have their views taken into account;
- the person being complained about must know all the claims that are made against them and have the opportunity to put their case;
- all information relevant to the case must be taken into account; and
- the decision-maker must be fair and unbiased.

### Assistance

Assistance is available if you need help to lodge a complaint. This could include help filling in a form or arranging for an accredited interpreter in the language you are most comfortable with.

### Timing

Agencies have time frames for dealing with a complaint. When you make a complaint, you should be told how long the process is likely to take.

## How to make a complaint

If you are dissatisfied with a service or product provided by a state government agency, contact the agency that you are unsatisfied with and make your complaint to them.

You can make your complaint in writing and send it using the post, fax or email. You can also make a complaint over the phone or in person.

Make sure you keep a copy of any letter you send. Remember that a copy of your letter might be given to the person you are complaining about.

Make a note of the date and the name of the person you spoke to and what they agreed to do.

If you don't think your complaint has been handled well the first time, you can ask to have it looked at by a more senior officer or manager.

If you are still not satisfied, you can take your complaint further and go to one of the review agencies.

## When you make a complaint:

- treat all staff with courtesy and respect;
- give a full and accurate explanation of events to do with your complaint;
- provide the agency with as much information about your complaint as possible, as quickly as possible;
- keep appointments and meetings about the complaint, and if it is not possible, let the relevant person know;
- you may be asked to put your complaint in writing as well as making it over the phone or in person. Ask the agency if you need help to do this.