

# **PROCEDURES FOR LODGING COMPLAINTS**

## **(External DPC Clients – includes Government agencies)**

### **LODGEMENT OF COMPLAINTS**

Complaint is defined as *“Any expression of dissatisfaction or concern made to the Department by, or on behalf of, an individual client, group (including government agencies) or member of the public, related to the department’s products or services, or the complaints handling process itself.”*

**Oral Complaints (in-person or by telephone)** may be made by any external client (complainant) (or an advocate representing the client) direct to an officer (Receiving Officer) over a public counter, at any personal or official meeting or by telephone about any service or product provided by the Department.

Assistance will be provided to any person with a disability, language difficulty or any other special needs to ensure the complaint can be made or lodged in an appropriate form in accordance with these Procedures. (eg a translator will be provided to assist a complainant where necessary)

#### **Complaints Resolved at First Point of Contact**

- Wherever possible, all oral complaints will be dealt with and resolved at the first point of contact by the Receiving Officer.

#### **Complaints Referred**

- Where the complaint is unable to be resolved by the Receiving Officer, the complaint will be referred immediately to a relevant officer with authority (Actioning Officer or the Manager) for investigation and resolution.
- Where a complaint cannot be resolved immediately the complainant will be kept informed of its progress and a resolution date.
- If the complaint is unable to be resolved orally, the complainant shall be advised that their complaint may be lodged in accordance with the options outlined under Written Complaints. (Note assistance available by Department Officers to make complaints)

**Written Complaints** may be made by any external client (complainant) (or an advocate representing the client) about any service or product provided by the Department.

- Written complaints may be made in one of the following formats:
  - Letter
  - Electronically on-line via [www.dpc.wa.gov.au](http://www.dpc.wa.gov.au) (Contact Us)
  - Facsimile
  - Email
- Assistance will be provided to the complainant, where necessary, to help complete a written complaint or alternatively the officer may collect and record sufficient details of the complaint, on behalf of the complainant, to enable proper assessment and resolution by the Department. Where an officer completes the complaint on behalf of the complainant, the information recorded shall be shown (where in-person) or read (over the phone) to the complainant, prior to its submission, to ensure the complaint details accurately represent the complaint.
- All written complaints should be addressed to the Director General.

- Written complaints will be acknowledged by the Department within 5 working days from receipt and will be resolved within 30 working days (where possible).

Where the complaint has not been resolved within 30 working days the complainant will be advised by telephone or in writing why the delay has occurred, what further action is required and when a result will be provided.

### **Where to make an Expression of Dissatisfaction or Complaint**

Expressions of dissatisfaction, complaints, comments or feedback on services and products can be made through any of the following:

#### **Postal and Street Address:**

Director General  
Department of the Premier and Cabinet  
197 St George's Terrace  
PERTH WA 6000

**Phone:** 9222 9888

**Facsimile:** 9322 1213

**E-Mail:** [admin@dpc.wa.gov.au](mailto:admin@dpc.wa.gov.au)

or

**Department Web-site:** [www.dpc.wa.gov.au](http://www.dpc.wa.gov.au) (Contact Us)

Click on this address to access our main contact details page and the facility to lodge an expression of dissatisfaction, complaint, comment or to provide feedback about our services and products. Alternatively you can click on the E-mail address above.

**Complaints to the Ombudsman** – Where a complainant has exhausted all avenues available through the Department to resolve the complaint, does not accept a final resolution offered and wishes to formally pursue the matter via an external review, that person has a right, and may lodge a complaint with the Ombudsman (in accordance with the Ombudsman's specific requirements).

[Click here to view the Complaint Policy on the DPC website](#)