



PROCEDURES FOR LODGING COMPLAINTS MADE BY EXTERNAL CUSTOMERS/CLIENTS - GENERAL PUBLIC

LODGEMENT OF COMPLAINTS

A “complaint” is defined as “any expression of dissatisfaction received from a customer/client (member of the public), either verbally or in writing, about any service or product (for which the EOC is responsible) where the complainant is seeking a specific resolution that requires action to be taken by the EOC to address the “complaint”.

Oral Complaints (in-person or by telephone) may be made by any customer/client (complainant) direct to an officer (Receiving Officer) over a public counter (e.g. Reception), at any personal or official meeting or by telephone about the quality of any service or product provided by the EOC.

Complaints Resolved at first Point of Contact

Wherever possible, all oral complaints should 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 must be referred immediately to the relevant Manager for investigation and resolution. The Manager may appoint a relevant officer within the Branch to investigate and resolve a complaint.

Where a complaint cannot be resolved immediately, the complainant must be kept informed of progress and a resolution date shall be agreed.

If the complaint is unable to be resolved orally, the complainant shall be advised that their complaint may be lodged formally in accordance with the options outlined under Formal Complaints (General).

Formal Complaints (General) may be made by any external customer/client (complainant) about any service or product provided by the EOC. All written complaints are considered formal complaints.

Written complaints may be made in one of the following formats:

- letter – whether or not on the EOC’s form
- electronically on-line via the EOC’s website (“Contact Us/Feedback” facility);
- facsimile; or
- email.

Where requested, EOC officers shall provide advice and assistance to complainants to help them complete their complaint documentation.

All written complaints shall be addressed to the Commissioner for Equal Opportunity. If a written complaint is addressed to another EOC officer, it will be recorded and forwarded to the Commissioner for Equal Opportunity for determining which Manager is responsible for handling it.

Formal Complaints (Personal) may be made by an external customer/client (complainant) about the unsatisfactory performance of an individual EOC officer or group of officers providing a service or product.

Written complaints of this nature shall be made in one of the following formats:

- letter – whether or not on the EOC’s form
- electronically on-line via the EOC’s website (“Contact Us/Feedback” facility);
- facsimile; or
- email.

All written complaints directed against the performance of a specific or group of officers shall be directed to the Commissioner for Equal Opportunity. If a written complaint is addressed to another EOC officer, it must be recorded and forwarded to the Commissioner for Equal Opportunity for determining which Manager is responsible for handling it.

Where to make a Complaint

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

Street Address: Level 2, Westralia Square, 141 St George’s Terrace PERTH WA

Postal Address: PO Box 7370 Cloisters Square 6850

Phone: (08) 9216 3900

Facsimile: (08) 9216 3960 Equal

Country Callers: 1800 198 149

TTY: 08 9216 3936 PERTH WA 6000

Interpreter Service: 13 14 50

Email: eoc@equalopportunity.wa.gov.au

EOC Website: www.equalopportunity.wa.gov.au
Click on Contact Us/Feedback.