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## COMPLAINTS, COMPLIMENTS AND FEEDBACK

Department of Primary Industries and Regional Development, Western Australia

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## **COMPLAINTS, COMPLIMENTS AND FEEDBACK**

### **Purpose**

This document explains how you can provide feedback to the Department of Regional Development (DRD) as a complaint, compliment or suggestion for improvement.

### **Feedback**

DRD acknowledges the right of clients and the general public to provide feedback (negative or positive) either in writing or verbally relating to DRD's products or services. It may involve a specific contact with DRD.

Complaints, compliments and suggestions are the most immediate and effective forms of feedback that will assist efforts to improve our service. Anonymous feedback can be accepted, but this may limit the response that can be provided.

### **What is a compliment?**

A compliment is an expression of satisfaction about DRD's staff or services on a specific occasion or relating to a particular matter. A compliment may also be in relation to a general feeling of satisfaction with DRD due to your experience over a period of time. DRD would also like to acknowledge staff members who are providing excellent service.

### **What is a complaint?**

A complaint is an expression of dissatisfaction or concern made to DRD by a client, member of the public or group and relates to our services and products where a response or resolution is expected. A complaint can also relate to the way a process is being handled by DRD.

A complaint is not a request for information or a disagreement with a decision that has a formal avenue of appeal or review.

### **How much will it cost to lodge a complaint?**

There is no charge for either lodging a complaint or for any of the services that are used to assist you in lodging a complaint.

### **What information do I need to provide?**

To help DRD respond quickly and effectively to complaints, complainants will be asked to:

- Provide specific details about the situation and any action that has been taken to try to resolve the issues. Information that may be helpful includes correspondence that has been received or sent, names of staff members and details of discussions with them, or any applications that have been lodged or services that have been used.

- Tell DRD what you would like done to successfully resolve the matter. It is not always possible to resolve the issues central to a complaint but the information provided will be taken seriously. In some instances it may be beyond the capacity or mandate of DRD to resolve the issues related to the complaint but they will be considered in accordance with this policy. Notwithstanding this, complaints provide a useful source of feedback on how systems and processes work in practice and assist us to continuously improve.
- If you wish to provide a compliment, you will need to give the individual staff member's name, and details related to the service they provided.

**What a complainant can expect from making a complaint:**

- to be treated with courtesy and consideration
- to be given relevant information concerning the complaints process, including updates on the progress of the complaint
- that complaints will be assessed and investigated thoroughly and without prejudice
- that you have the right to be heard and any written submissions provided will be considered
- that matters unrelated to the complaint will not be taken into account
- that vexatious complaints will not be considered
- the nominated person(s) making the decision in regards to a complaint will be fair and just.
- advice is provided on the outcome of the complaint.

**What are my responsibilities?**

When specifically lodging a complaint, you are required to:

- treat the staff handling your complaint with courtesy whilst acknowledging that they will be attending to your complaint through an established complaints handling process
- provide information to DRD where possible, as this will assist in proper handling of your complaint.

**Timeframes**

DRD is committed to dealing with complaints quickly and effectively and on receipt of the complaint, will strive to address the issue within 10 working days. Should a response to your complaint take longer than this, DRD will keep you informed on its progress.

If it is considered appropriate, you may also be advised to raise the complaint with other government agencies.

**What if you are not satisfied with DRD's response to your complaint?**

If you are not satisfied with DRD's response to your complaint, you should seek further clarification on the issues you raised. Where appropriate, it may be referred for internal review.

If you are still not satisfied, you may refer the matter to the Ombudsman for external review.

Please contact the Ombudsman, Western Australia by telephone on 08 9220 7555 or 1800 117 000 (country and interstate free call).

**How can I lodge a compliment or provide feedback?****Via email:**

[enquiries@dpird.wa.gov.au](mailto:enquiries@dpird.wa.gov.au)

**In writing:**

Customer Feedback Coordinator  
Department of Primary Industries and Regional Development  
3 Baron-Hay Court  
SOUTH PERTH WA 6151

**By telephone:** 08 9368 3333

You can view our **Complaints Management Policy** [here](#)