

Be effective

If you think you need to make a complaint, use this checklist to help you make it as effective as possible.

Act quickly

Make your complaint as soon as possible after an incident, while it is fresh in your memory.

Make it clear

Summarise exactly what your complaint is, without too much detail. If detail is necessary, set out the order of events - with dates and descriptions of incidents, phone calls, letters and/or meetings.

Suggest a solution

Tell us what you think needs to be done to put things right.

Tackle the problem, not the person

Try to stay open to the possibility your complaint may have been due to human error or an oversight that wouldn't normally happen.

Keep a record

Keep copies of all correspondence (letters and emails) written by or to you, as well as any notes from phone calls or meetings. Always ask who you are speaking to and their role or position in the Department.

The Department of Corrective Services manages complaints in compliance with the Australian Standards of Complaints Handling AS ISO 10002.

We are committed to:

- an effective and accountable process for administering complaints and community feedback
- ensuring the administration of complaints and feedback complies with relevant legislation, public sector policies and standards
- ensuring information obtained is used to influence continuous improvement in the Department's provision of services
- effective and efficient resolution of complaints.

Contact us

To lodge a complaint, compliment or suggestion through ACCESS:



www.correctiveservices.wa.gov.au/access



complaints.access@correctiveservices.wa.gov.au
compliments.access@correctiveservices.wa.gov.au
suggestions.access@correctiveservices.wa.gov.au



1300 306 922 between - 9:30am – 11:30am and between 1:30pm – 3:30pm weekdays, excluding public holidays



Private and Confidential – ACCESS
PO Box Z5124
St Georges Terrace
PERTH WA 6831



(08) 9264 1748 (fax)



If hearing or language difficulties are experienced, ACCESS can arrange a telephone interpreter through Translating and Interpreting Service (TIS) or the Deaf Society at no charge to the caller.



Government of Western Australia
Department of Corrective Services

www.correctiveservices.wa.gov.au

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Department of Corrective Services

Do you have something to say about any of our services?

Let us know through
ACCESS



1300 306 922

Local call rates apply from anywhere in WA

ACCESS is a dedicated service within the Department of Corrective Services that handles all complaints, compliments and suggestions.

This service was created as part of the Department's commitment to delivering high quality services and maintaining an agency that is open, honest and effective.

For the cost of a local phone call from anywhere within Western Australia, you can speak to one of our fully trained ACCESS team members. Complaints or feedback can also be made via email and post.

Complaints

Managing complaints is an essential part of any organisation to help identify areas for improvement, clarify misunderstandings or address mistakes. As the central point for managing complaints about the Department, ACCESS handles every complaint individually in a timely, professional and sensitive way.

Compliments

We want to hear about your positive experiences with the Department so we can strengthen what we are doing well and also recognise and reward good service and our people.

Suggestions

We welcome constructive criticism, observations and suggestions to help the Department to continuously improve its services and standards.

1300 306 922

About ACCESS

Who can use ACCESS?

ACCESS is available to visitors and the general community who have something to report or say about the Department of Corrective Services. It is also available for offenders under supervision orders in the community*.

**Offenders in custody have a separate method for making complaints, compliments and suggestions.*

What is a complaint?

A complaint is a criticism or concern about a service, decision, action (or inaction) by the Department or one of its employees, including workplace grievances from staff.

Where can I get advice before lodging a complaint?

Call ACCESS on 1300 306 922 from anywhere in WA and a team member will assist you.

What if I'm not sure whether to lodge anything formal yet?

ACCESS team members can discuss your complaint or feedback with you before you make a decision about taking things further. Call 1300 306 922 and let the officer know you are calling for advice only.

What happens next?

Your complaint will be reviewed and considered in a timely, professional and sensitive manner. You will then be contacted directly with a response.

What if I'm not happy with the outcome?

The Department aims to resolve all complaints. However if you are not satisfied with the outcome, you can contact the Ombudsman on (08) 9220 7555 or go to www.ombudsman.wa.gov.au.

You can also write to the Minister for Corrective Services.

What if I think my complaint concerns an issue of misconduct by a public servant?

Do not be afraid to speak up. ACCESS is still an appropriate channel to raise your concerns, or you can lodge a Public Interest Disclosure (PID) which enables people to make disclosures about suspected wrongdoing within the Department of Corrective Services.

ACCESS team members can advise you where to lodge a PID and give you information about how to contact the Corruption and Crime Commission. ACCESS team members can also help you to provide information to the Department's Misconduct Assessment Branch. All information is handled confidentially.

For advice about a disclosure relating to the Department of Corrective Services contact:

Misconduct Assessment Branch
Phone: 1300 880 532
Email: pidisclosure@correctiveservices.wa.gov.au

What if I change my mind after lodging a complaint?

Complaints can be withdrawn at any time, but you will need to write to ACCESS so we have a record of your decision.

