



## Lodging a complaint

This document explains how you can lodge a complaint about the Pilbara Development Commission. Complaints and feedback will assist us to improve our services.

### What is a complaint?

A complaint is an expression of dissatisfaction or concern made by a client, group or member of the public about our services or products, the performance or behaviour of our staff, or the complaints handling process itself.

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

There is no charge to lodge a complaint.

### What information do you need to provide?

To help us respond promptly to your complaint you will need to:

- Provide specific details about the situation and any action that has already been taken to resolve the issue. This could include names of staff members involved and discussions with them, correspondence you may have received or sent, and services that you have accessed.
- Tell us how you would like the matter to be resolved. It may not always be possible to resolve your issues exactly in line with your wishes, however we will seriously consider your request.

### What can you expect from making a complaint?

In making a complaint you can expect:

- To be treated fairly and with courtesy.
- To be provided with updates and information about the progress of your complaint.
- That complaints will be investigated and assessed without prejudice.
- That matters not related to the complaint will not be considered.
- That complaints without sufficient grounds will not be considered.
- Information to be provided regarding the outcome of your complaint.

### What are your responsibilities?

When lodging a complaint you are required to:

- Treat staff handling your complaint with courtesy; they are required to follow an established complaints handling process.
- Provide us with the necessary information to assist in the proper handling of your complaint.

## **Timeframes**

We will deal with complaints in a prompt manner and aim to address your issue within 10 working days. If a response to your complaint is likely to take longer than this you will be kept informed of its progress.

## **If you are not satisfied with our response to your complaint**

You can seek further clarification on the issues you raised, or you can request an internal review. The internal review must be requested within 10 working days of the date when you received the initial notification of the response to your complaint. You can make your request verbally or in writing to the Director of Corporate Resources.

If you are still not satisfied you may refer your matter to the Ombudsman for external review. [The Ombudsman](#), Western Australia can be contacted by on 9220 7555 or 1800 117 000 (country and interstate callers only).

## **Lodging a complaint or providing feedback**

You can lodge a complaint [in person, by phone, letter or email](#).