

## Complaints Policy

### Commitment

We commit to ensuring complaints directed to us concerning our operations are resolved in a fair and equitable manner. Our complaints and dispute resolution process is designed in line with the *WATC Code of Conduct*.

### Aim

We are a customer focused organisation. Our vision is to be recognised as the best at providing financial solutions for the benefit of the Western Australian Public Sector. This policy helps us deliver on that vision by reminding us to:

- deal with complaints in a professional, efficient and fair manner;
- properly manage our relationship with clients and external parties; and
- develop and continuously improve our service standards.

### What is a complaint?

A complaint is any expression of dissatisfaction or concern made to us by any party concerning our products or services, or the complaints handling process itself, where a response or resolution is expected.

A complaint does not include any approach to discuss an issue or to seek clarification of the methods of operation of policies and procedures in dealing with a request or enquiry, for example a rate negotiation.

### Visibility

This policy will be available on our website with hard copies available upon request.

### Fairness

We will observe the principles of fairness and natural justice in all aspects of complaints handling. This means that:

- all parties in a complaint are entitled to be heard and have their views taken into account;
- the persons being complained about must know all the claims that are made against them and have the opportunity to put their case forward;
- all information relevant to the case must be taken into account; and
- the decision-maker must be fair and unbiased.

### How to make a complaint

You may lodge a complaint with any WATC officer or our Compliance Officer, who is our “Complaints Officer”. You can lodge a complaint in writing (letter, fax or e-mail). A form that can be used if needed is attached to this policy document.

You can contact us concerning a general enquiry or complaint:

In person:

Western Australian Treasury Corporation  
Level 12, St Georges Square  
225 St Georges Terrace  
PERTH WA 6000

By post:

Complaints Officer  
Western Australian Treasury Corporation  
PO Box 7282  
PERTH CLOISTERS SQUARE WA 6850

Or by:

Telephone no: 08 9235 9166  
Facsimile no: 08 9235 9199  
Email: [complaints@watac.wa.gov.au](mailto:complaints@watac.wa.gov.au)

It is recommended that you keep a copy of any written correspondence you have with us (remember, if you are complaining about a WATC officer, a copy may be given to that person). You should also keep a record of any conversations you have regarding your complaint (dates, times, the people to whom you have spoken, details of conversation, etc.).

It will help us deal with your complaint if you provide us with as much information as possible to support your complaint. Assistance is available if you need help to lodge a complaint.

### Process upon receipt of complaint

Complaints will be documented immediately by the staff member receiving the complaint. We will appoint a person who will investigate your complaint. They will also be responsible for letting you know how the resolution of your complaint is progressing.

We will assess all complaints and expect to be able to quickly resolve any complaint received. However, if we cannot resolve your complaint immediately, we will, within 3 business days, send you a letter or email confirming that we have received your complaint and advising of the date by which we expect to have our investigation concluded. We may also request you provide further information to assist in the resolution of your complaint. At the end of our investigation, we will advise you of the action we propose to take to resolve your complaint and our reasoning.

### What does it cost?

No charge is made for handling a complaint, although the normal charges relating to Freedom of Information Act requests will apply if you elect to use this method to gather information prior to, or during the course of lodging a complaint.

### Not happy with the outcome?

If you are unhappy with the way we have dealt with your complaint, or you have not received what you consider to be a satisfactory outcome, you can approach us again for review of the first decision. Alternatively, you can pursue your complaint through the State's Ombudsman. You can contact the State's Ombudsman:

In person:

Ombudsman Western Australia  
Level 2, Albert Facey House  
469 Wellington Street  
PERTH WA 6000

By post:  
Ombudsman Western Australia  
PO Box Z5386  
St Georges Terrace  
PERTH WA 6831

Or by:  
Telephone no: +61 8 9220 7555 OR Freecall 1800 117 000  
Facsimile no: +61 8 9220 7500  
Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)  
National Relay Service TTY or modem users telephone 133 677 and quote 9220 7555  
Voice-only (speak and listen) users telephone 1300 555 727 and quote 9220 7555

A telephone interpreter service is available on request.

For information on the Ombudsman go to [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

### Data collection, evaluation and reporting

We will record and classify all complaints we receive as well as the outcome of each complaint. In addition to responding to any specific complaints, we will evaluate the information contained in our Complaints Register to determine whether there are any systemic causes of complaints and identify further remedial action that may be warranted.

We will report on the operation of our complaints handling process against the documented performance standards.

### Review and amendment

While our Complaints Management Policy will be reviewed at least every three years, our Chief Executive Officer may approve amendments to it from time to time.

Policy reviewed September 2017

## COMPLAINTS FORM

This form can be used to lodge a complaint. Your completed form can be delivered to our offices as per the following:

**In person:** Level 12 St Georges Square  
225 St. Georges Terrace  
PERTH WA 6000

**By post:** PO Box 7282  
PERTH CLOISTERS SQUARE WA 6850

**By fax:** +61 8 9235 9199

Alternatively, you can call us on +61 8 9235 9100 to discuss your concerns, or you can e-mail us at [complaints@wafc.wa.gov.au](mailto:complaints@wafc.wa.gov.au)

To be completed by complainant:	
Your name:	
Your position:	
Name of the department/agency/body you represent:	
Address:	
What telephone number can we contact you at?	
At what email address can we contact you?	

Statement of complaint: *Please provide as much information as possible as to what happened, who was involved, and when and where it happened. We may contact you seeking further information. You can attach more pages if necessary.*

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What is your preferred resolution (what would you like us to do)? *You can attach more pages if necessary.*

Signature:

Date: