WELFARE RIGHTS & ADVOCACY SERVICE

Feedback and Complaint

Here at Welfare Rights & Advocacy Service, we welcome feedback from service users. This enables us to improve the quality of our services. Feedback can be provided on our website at www.wraswa.org.au/feedback

You can make a complaint about the service and we want you to understand the steps in the complaint process. We will keep your complaint confidential.

If you need an interpreter to assist you, please tell us and we will arrange it for you.

FIRST, you should raise your complaint or question with the staff member involved. Ask them for a Complaint Form or you can download the form from our website at www.wraswa.org.au/feedback

THEN, if you are not happy with the outcome, you can contact the Executive Officer by phone, in writing, by email or in person.

NEXT, the Executive Officer will formally acknowledge receipt of your complaint within seven (7) days and provide you with a formal decision regarding treatment of your complaint within six (6) weeks.

IF, you wish to make a complaint regarding the Executive Officer or are not satisfied with the way your complaint has been treated, you can fill out a Complaint Form to send to the Chairperson or Secretary of our Board. The Board member will acknowledge receipt of your complaint within seven (7) days and provide a formal decision regarding treatment of your complaint within six (6) weeks.
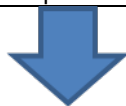
FINALLY, if you are not satisfied *after following this internal complaint process*, you can contact our funding body. Contact details for the funders are detailed on the next page.

If your complaint is about a Social Security matter:

Advisory Services
Legal Assistance Branch
Department of Justice
Level 1 DMJC Annexe
585 Hay Street,
PERTH WA 6000
Phone: (08) 9264 6469

If your complaint is about a Tenancy matter:

Principal Contracts and Funding Officer
Market Analysis, Consumer Protection
Department of Mines, Industry Regulation and Safety
Locked Bag 14
CLOISTERS SQUARE WA 6850
Phone: (08) 6552 9438