



Public Trustee

How do I give feedback or make a complaint?



About this booklet

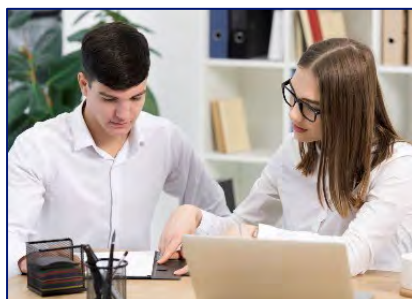


Public Trustee

This booklet is written by the Public Trustee of Western Australia. When you see the word **we** or **us** it means Public Trustee of Western Australia.



This booklet is written so it is easy to read. The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



You can get someone to help you:

- read this booklet
- know what this booklet is about.



You can ask for more information.

Different types of feedback



You can give us feedback about something you are happy with.

This is a **compliment**.

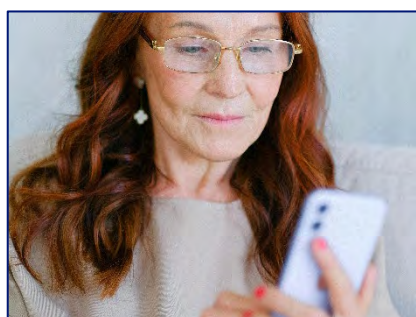


You can give us feedback about something you are not satisfied with, or you have a problem with a decision or action. This is a **complaint**.

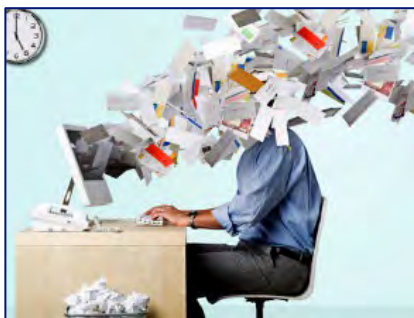


You can give us feedback about something you think can help us do a better job. This is a **suggestion**.

How to give feedback



Contact your Trust Manager by email or phone. See if they can give you what you want.



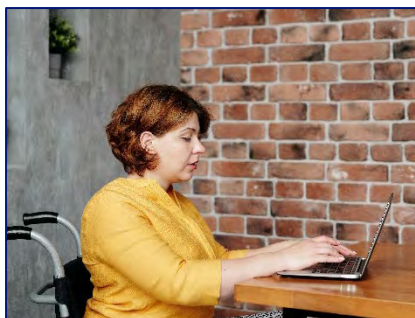
Emailing and phoning many times on the same day will not make the Trust Manager reply any faster. You only need to email or phone once.



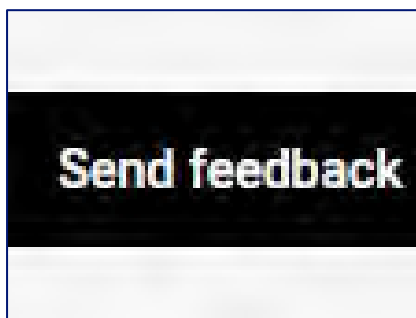
The Trust Manager will get back to you as soon as they can. They will try to help you, but they cannot give you money you do not have.



If the Trust Manager can't fix your problem, contact their Manager.



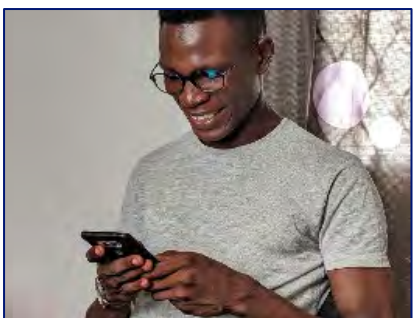
If that doesn't work you can give your **feedback** online, using the Public Trustee Client Feedback Management System.



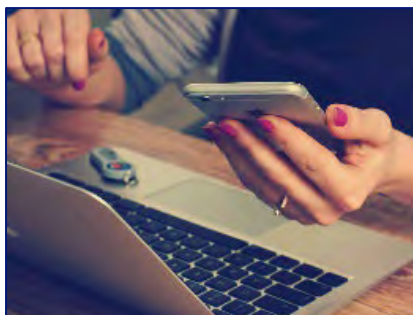
Find this by clicking on [Feedback to Public Trustee, Department of Justice](#) or use the **Send Feedback** button on our website.



You can also email your feedback to public.trustee@justice.wa.gov.au or send us a letter and we will register your feedback for you.

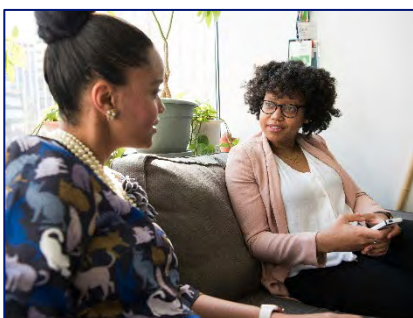


It is best if you use the online feedback system or email your feedback if you can. This means you and we have a copy of what you wrote.

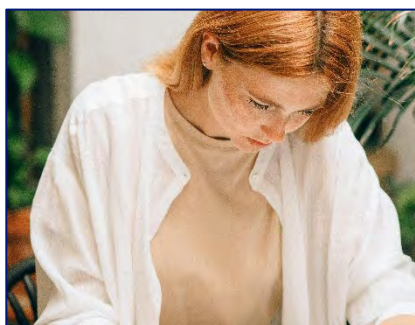


You can get someone to help you with your feedback. This could be a friend, family member or care provider.

What happens when you give feedback



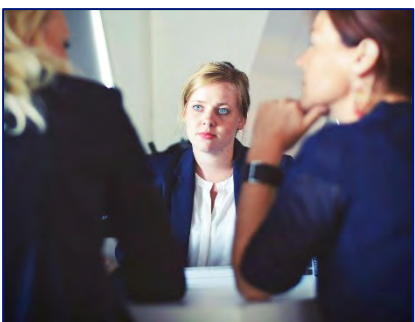
It's OK for you to complain. We will listen to you, look at your feedback and work out how we can solve your complaint or explain why we can't.



We will give you a written response within 10 business days or tell you why it may take longer.



Sometimes we can't help you with your feedback because it is not about us, or we have already dealt with it.



If we can't solve your concerns, you may choose to make a complaint to the [Ombudsman WA](#).

If you want us removed



You must make an application to the [State Administrative Tribunal](#) for a review of your administration order.

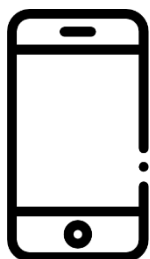
Contact Us



Your Trust Manager's email or
public.trustee@justice.wa.gov.au



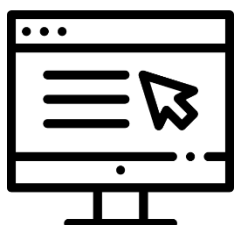
GPO Box M946
PERTH WA 6843



Your Trust Manager's phone number or
1300 746 212



Fax: (08) 9222 6617



You can learn more about what the
Public Trustee does at
www.publictrustee.wa.gov.au