Complete and email to [tacpd@dtwd.wa.gov.au](mailto:tacpd@dtwd.wa.gov.au?subject=Particpant%20Pre-Work%20-%20Complaints%20and%20Appeals%20Workshop) prior to workshop

**Your Experience of Complaints and Appeals?**

**Are there any that seem to come around again and again?**

**What complaints / appeals are most common in your area?**

**What are the frustrating complaints appeals that leave you thinking - ‘really’?**

**What was the WHY in these complaints and appeals?**

You are looking for causes such as: ‘didn’t know about the changes’ ; ‘was disrespectful’; ‘didn’t give me a fair go’; ‘marked me harder’