

The Working with Children (WWC) Screening Unit places a high value on the standard of customer service we provide to the community. We also support the right of customers and members of the public to provide comment or complain about our work. This resolution process is an accessible, fair and efficient system to resolve any concerns and complaints that you may have. Our aim is to resolve any issues as quickly and easily as possible. We also strive to continuously improve our service by using feedback and concerns to review our practice and deliver better services, while protecting children in Western Australia (WA).

What is a complaint?

A complaint is a formal way of telling us that you are concerned or dissatisfied with an aspect of a WWC Check. Complaints are when the Director, Manager or their delegate use the formal complaints procedure to try to resolve the issue.

Informal complaint

An informal complaint is when your concern or problem can be resolved by talking with a WWC team member. This is often a good start to sorting out the issue. One of our team will contact you to talk about the matter, listen to your questions and provide you with information to help address your concerns. We will also try to assist you if you need further help. Many concerns can be resolved this way.

If this doesn't work and you are not satisfied, then you can make a formal complaint as the Director or their delegate will need to start the formal complaints procedure.

What CAN be complained about?

You may choose to complain about the following aspects of a WWC Check, including:

- the quality of customer service;
- how we handle your personal information;
- the WWC Check website;
- access to timely feedback about the status of an application.

Complaints we CANNOT deal with

While we welcome your feedback, there are some complaints that we cannot deal with through this complaints process. This is because there are other avenues of recourse or the issue is outside of our influence. These include:

- The [Working with Children \(Screening\) Act 2004](#), processing of applications, investigations or audits - You may disagree with or query the legislation, the cost, the method of processing applications or attendance at your residence or organisation as part of an investigation or audit.

As these issues are governed by legislation or external agreement, we are unable to resolve any concerns. We do however welcome your feedback, which can be considered when legislation is amended, or contracts are renewed.

- Matters that are dealt with by the State Administrative Tribunal (SAT) - If you are dissatisfied because you have been issued with a Negative Notice which prohibits you from child-related work and you believe that you are suitable to do such work, you can apply to have the decision reviewed by the SAT. Information about this process is provided to applicants issued with a Negative Notice, or see www.sat.justice.wa.gov.au.
- Australia Post - Complaints about the WWC Check application process at Australia Post are to be made directly to Australia Post which has its own complaint process, see www.auspost.com.au. You can let us know that you have made a complaint to Australia Post by completing the [Enquiry form](#) on the WWC Check website www.workingwithchildren.wa.gov.au.
- Anonymous complaints - we do not investigate anonymous complaints.

Making a Formal Complaint

The first step is to make your complaint to the Director.

You can lodge a formal complaint by:

- calling 1800 883 979
- completing a [complaint form](#) on the WWC Check website www.workingwithchildren.wa.gov.au
- emailing checkquery@communities.wa.gov.au
- sending a letter to: PO Box 8553, PERTH BC WA 6849.

What will happen next?

1. Within two working days of receiving your complaint, the Director or their delegate will write to you to say they've received it.
2. The Director or their delegate will phone you within seven working days of receiving your complaint to discuss the complaint and to try to resolve it if possible. They may need extra information to help them.
3. Within 21 working days, you will be informed of the outcome in writing by the Director or their delegate and provided with reasons for the outcome.
4. If you believe there is further information that you have not provided, you will be given the opportunity to provide this.

What if I am not happy with the outcome?

If you disagree with the outcome letter, you may choose to take your complaint further. You can do this by contacting the Ombudsman Western Australia. Visit the Ombudsman's website for more information: www.ombudsman.wa.gov.au.