

# Customer First

Have your say on the services we provide

WorkCover WA's system for handling compliments, suggestions and complaints



## WorkCover WA Values Good Customer Service

WorkCover WA is committed to providing you with high quality service. We encourage you to give us feedback through our *Customer First* Feedback System to:

- compliment us on a service we do well
- offer suggestions on what we might do differently
- send a complaint and tell us what we can do better.

Issues raised are kept confidential and discussed only with the people who need to be involved.

We will deal with complaints effectively, promptly and without prejudice or bias.

## Customer First Works

**All** customers are welcome to provide us with feedback.

You can:

- complete the feedback form attached
- complete the feedback form on our website: **[www.workcover.wa.gov.au](http://www.workcover.wa.gov.au)**



- tell a staff member, in person or over the phone: **1300 794 744** (cost of a local call)
- write to us – by email: **postmaster@workcover.wa.gov.au**  
or letter: **2 Bedbrook Place  
Shenton Park WA 6008**
- contact the *Customer First* Feedback Officer: **08 9388 5555**.

## Our Commitment

We will:

- respond to verbal feedback within five (5) working days
- respond to written feedback within ten (10) days
- regularly update you on progress of your issue.

## Steps You Can Take

There are some steps you can take which will help us to help you.

**Act quickly:** please tell us about any issue as soon as you can. Facts can become less clear if you wait, making it harder to find a solution.

**Go direct at first:** many concerns can be resolved easily by the staff member/s you initially dealt with.

**Make it clear:** put the events in order. Use dates and descriptions of incidents, phone calls, letters or meetings. Tell us what action you would like us to take.

**Tackle the problem, not the person:** please remember that what happened may have been a mistake or an oversight that would not usually happen.





## Customer First Feedback Form

Complete this form, cut along the dotted line then post. No stamp is required.

### Type of Feedback:

- Compliment
- Suggestion
- Complaint

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Phone:** \_\_\_\_\_

**Please describe your issue:  
(date, details, person/people involved):**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**How would you like WorkCover WA to respond to this issue:**

\_\_\_\_\_

\_\_\_\_\_

**If you have raised this issue with us in the past, please give details:**

\_\_\_\_\_

\_\_\_\_\_

## Independent Help

If you have a complaint that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome, you may refer the matter to the Ombudsman.

The Ombudsman is an independent and impartial person who investigates complaints about Western Australian government departments, statutory authorities and local governments. The Ombudsman reports directly to the Parliament of Western Australia – not to the sitting government.

**Phone:** 08 9220 7555

**Freecall:** 1800 117 000  
for calls outside the metropolitan area

**Facsimile:** 08 9325 1107

**Email:** [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

**Post:** PO Box Z5386, St Georges Terrace, Perth, WA 6831

**In person:** Level 12, 44 St Georges Terrace, Perth



## Information in Other Languages

Bản tiếng Việt của tiểu tập này có sẵn trong trang mạng của chúng tôi

La versione in lingua italiana di questo opuscolo è disponibile sul nostro sito

在我们的网站可以看到本小册子的中文版

Na našoj internet stranici (website) ovu brošuru možete naći i na srpskom jeziku.

Na našoj stranici Interneta — website - ovu brošuru možete naći i na hrvatskom jeziku.

Versi booklet ini dalam Cocos bahasa Melayu tersedia di situs web kami

Versi Bahasa Melayu risalah ini boleh didapati daripada laman web kami

Information is available in alternative formats for people with disabilities including an audio loop, which is available for the hearing impaired on 48 hours notice.

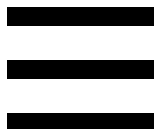


2 Bedbrook Place  
Shenton Park  
Western Australia 6008  
[www.workcover.wa.gov.au](http://www.workcover.wa.gov.au)

**telephone** 08 9388 5555  
**facsimile** 08 9388 5550  
**advisory services** 1300 794 744  
**TTY** 08 9388 5537

**Delivery Address:**  
2 Bedbrook Pl  
SHENTON PARK WA 6008

Work Cover WA  
Reply Paid 71078  
SHENTON PARK WA 6008



No stamp required  
if posted in Australia

