



Complaints Handling Process

COMPLAINT RECEIVED

COMPLAINT ASSESSED & ALLOCATED

PRIOR ATTEMPT TO RESOLVE COMPLAINT WITH SCHEME PARTICIPANT
(i.e. Insurer, Self-Insurer, Registered Agent, Employer or Work Place Rehabilitation Provider)

NO

YES

(1)
Matter is outside of WorkCover WA's authority or is best dealt with by an alternative organisation

(2)
Generally ask the complainant to make contact with the scheme participant, if they remain unsatisfied with the result then contact WorkCover WA again.

(3)
Matter referred to relevant branch within WorkCover WA (i.e. Compliance Branch)

ACKNOWLEDGMENT
Complaint acknowledged and –

- Matter referred to alternate organisation (i.e WorkSafe); or
- Complainant advised to first contact scheme participant to resolve matter

COMPLAINT MANAGED
In accordance with principles of procedural fairness

For example -

- Matter assessed
- Scheme participant contacted regarding the matter
- Resolution options explored with both parties
- Investigation/negotiation if proposed resolution is not satisfactory

Recommendation
Conclude investigation providing findings/ recommendations to both parties

COMPLAINT CLOSED