

## Background and purpose

This policy outlines out how complaints against service providers are to be handled by WorkCover WA and the timeframes in which a complainant will be responded to.

## Scope

This policy applies to all WorkCover WA employees, including those employed on a contract or temporary basis, who may be involved in receiving or handling complaints about service providers.

This policy applies to external complaints received by WorkCover WA against service providers who are designated or approved by WorkCover WA or the Minister.

A service provider complaint is an expression of dissatisfaction which concerns an action, product or service of a service provider, and falls within the regulatory jurisdiction of WorkCover WA.

This policy does not apply to:

- complaints about behaviour of workers or employers
- complaints about a service that is provided by WorkCover WA.

Complaints not relating to a service provider are to be lodged in the Customer First Feedback System – <https://www.workcover.wa.gov.au/submit-feedback-about-us/>.

## What is a WorkCover WA Service Provider?

A service provider is one of the following:

- Workplace Rehabilitation Providers
- Approved Medical Specialists
- Insurers and Self-Insurers
- Audiologists, Audiometric Officers and Audiometrists
- Registered Agents

## Policy / Policy Statements

1. WorkCover WA will manage complaints against service providers in an efficient, timely and consistent manner.
2. Complaints will be handled objectively, fairly and in a manner which meets the principles of natural justice.
3. WorkCover WA will provide accessible means for stakeholders to make a complaint against a service provider. Interpreter services can be arranged on request (with 24 hours' notice).
4. Receipt of complaint will be acknowledged within two working days.
5. Depending on the nature of the complaint, there are four stages a complaint against a service provider may go through. Refer to Figure 1.
6. Information about the complainant's privacy is available on the WorkCover WA website.

Figure 1: Complaint against a service provider process/timeline

**To lodge a complaint – WorkCover WA to guide complainant to do the following:**

**Step 1:** Complainant to consider and clearly define the issue/s of the complaint

**Step 2:** Complainant must attempt to resolve the issue directly with the service provider

**Step 3:** Complainant can lodge a complaint by choosing one of the options below:

- Print and complete [Form 575](#) and send it to WorkCover WA (required for Stage 2)
- Email [complaints@workcover.wa.gov.au](mailto:complaints@workcover.wa.gov.au)
- Phone 1300 794 744
- Write to us at 2 Bedbrook Place, Shenton Park WA 6008

**Step 4:** Once received by WorkCover WA, the complaint will be sent to the Manager Communications and Education to triage, as per the below process.

**Stage 1: Triage – Manager Communications and Education (one week)**

- WorkCover WA will contact the complainant within 48 hours to acknowledge receipt of complaint
- An initial assessment will be conducted and a decision made as to whether the complaint enquiry falls within the regulatory scope
- Stage 1 concludes when one of the following occurs
  - A decision is made that the complaint requires no further action
  - The complainant's issue is resolved
  - The complaint enquiry is found to be in scope and the Manager Communications and Education obtains Form 575 from the complainant and escalates the complaint to the Manager Regulation for Stage 2
  - **Once a complaint is escalated to Stage 2 it is considered a 'formal complaint'.**

**Stage 2: Preliminary Assessment Report – Manager Regulation (one week)**

- Seriousness of the potential breach is considered and a decision is made about whether an investigation is recommended
- A recommendation is made to the General Manager Regulatory Services (GMRS)
- Stage 2 concludes when the GMRS accepts or declines the recommendations. If an investigation is not to be conducted, the complainant will be notified and an explanation provided.

**Stage 3: Investigate and Recommendation – Manager Regulation (three weeks)**

- Following GMRS approval to investigate, the Manager Regulation will conduct an investigation into the complaint
- Complainant will be notified that an investigation is underway and will take up to three weeks
- The service provider will be notified and provided with a copy of the complaint
- Report with recommendation of action is provided to the Manager Regulation from branch staff
- If the investigation extends beyond three weeks, the complainant is to be advised.

**Stage 4 (final stage): Decision – Regulation Branch Manager (one week)**

- Decision is made on any regulatory action and the complainant and service provider are notified of the outcome.
- If the outcome is appealed, the General Manager Regulatory Services will independently review the process and outcome.



## Document details

Approval



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**A/Chief Executive Officer**

20/09/19

Agency contact officer:	Manager Communication & Education
File reference:	D2019/140562 & 2017/14038
Date approved (initial policy):	May 2015
Last reviewed (updated policy):	September 2019
Document name:	Complaints Against a Service Provider Policy