



Customer Service Charter

Our Commitment

Our staff will:

- identify themselves
- listen carefully to what you have to say
- be helpful, polite and courteous
- follow through on commitments they make
- value and encourage your feedback.

Our information will be:

- easy to access
- accurate and consistent
- relevant and practical.

Our actions will:

- be fair and impartial and ensure all clients are treated equally
- be completed within a reasonable timeframe
- take your individual needs into consideration.

All customers are welcome to provide us with feedback. You can:

- complete the form [here](#) on screen and submit it
- print the form [here](#) and send it to us at: **2 Bedbrook Place, Shenton Park WA 6008**
- email us: customer.first@workcover.wa.gov.au
- tell a staff member, in person or over the phone: **1300 794 744**
- write to us at: **2 Bedbrook Place, Shenton Park WA 6008**
- contact the Customer First Feedback Officer: **08 9388 5555**