

## Public Sector Commission

# Customer service charter

The Public Sector Commission's purpose is to bring leadership and expertise to the public sector to enhance the integrity, effectiveness and efficiency of public administration and management. Our vision is of a high performing public sector serving the needs of our State now and for the future.

Our staff are committed to providing clients with high quality service through access to consistent, accurate and relevant advice and information.

### Customer service standards

Our staff will:

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

Our information will:

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

Our actions will:

- be fair and impartial
- be completed within a specified timeframe
- take your individual needs into consideration.

## Our commitment

We will:

- answer telephone calls promptly and respond to telephone messages by the end of the next working day
- respond to verbal queries within five working days
- respond to written queries within 10 working days
- respond to complaints within ten 10 working days
- update you on the progress of your query or complaint if a delay is likely
- acknowledge and rectify when an error has occurred.

## How to make a compliment, suggestion or lodge a complaint

We encourage you to help us improve our products and services by contacting us to:

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

What is a...

Compliment?	Suggestion?	Complaint?
An expression of approval or praise about our products or services.	An idea or proposal that you believe will help improve our products or services.	An expression of dissatisfaction about our products or services, or the complaints handling process itself, where you expect a response or resolution.

## When you lodge a complaint

To help us provide assistance, we ask that you:

- try to resolve the issue before lodging a complaint by contacting the staff member you initially dealt with
- clearly state your complaint and provide all relevant information
- treat our staff with respect and courtesy.

## Representatives

In most cases the Public Sector Commission can only deal with complaints from the person who is personally affected. However, if for any reason you are unable to act for yourself, the Public Sector Commission may accept a complaint form from:

- a legal or other adviser
- a family member or other personal representative.

The Public Sector Commission may ask the person affected to confirm in writing that they are happy for the representative to act on their behalf.

## What to include in your complaint

Your complaint should include details such as:

- who or what you are complaining about
- what you think has gone wrong
- how you have been affected by the issue you are complaining about
- when the issue occurred
- details of any telephone conversations and/or meetings
- copies of any relevant documents (e.g. letters)
- what you have done to try resolve the issue
- the outcome you are seeking.

## When we receive your complaint, we will:

- acknowledge that we have received your complaint
- keep your concerns confidential and discuss them only with the people who need to be involved
- consider your complaint carefully
- treat you fairly and impartially with courtesy and respect
- keep you informed about the progress of your complaint
- explain to you the reasons for any decision we make
- tell you about any action we have taken
- use your complaint to help improve our products or services.

Please note, there is no charge for lodging a complaint.

## Contact us

For all compliments, suggestions or complaints, please contact the Director Strategic Engagement and Coordination:

Telephone: (08) 6552 8500  
Facsimile: (08) 6552 8501  
Email: [admin@psc.wa.gov.au](mailto:admin@psc.wa.gov.au)  
Post: Public Sector Commission, Locked Bag 3002, West Perth WA 6872  
In Person: Dumas House, 2 Havelock St, Perth Western Australia.

## Taking a complaint further

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 Western Australia**:

Telephone: (08) 9220 7555  
Country callers: 1800 117 000 (from outside the metropolitan area)  
Facsimile: (08) 9220 7500  
Email: [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)  
Post: PO Box Z5386, St Georges Tce, Perth WA 6831  
In person: Level 12, 44 St Georges Tce, Perth

Further information can be obtained by visiting [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

**Date to be reviewed: 1 August 2017**