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# COMPLAINT OVERVIEW

## Complaint Management Process

Department of Biodiversity, Conservation and Attractions (DBCA) staff are committed to respectful and customer focused interactions with our visitors, colleagues, partners, volunteers and supporters. If you are not satisfied with the services or products you have received or the way the department carries out its roles to the community, you have the right to provide feedback and/or lodge a complaint to the department.

The department has a complaint management process in place and ensures that the information will be accessible, accurate and consistent, open and accountable, confidential and be completed within a specified timeframe. The process outlined on this page does not cover the complaints related to services provided by the Botanic Gardens and Parks Authority, Rottnest Island Authority and Zoological Parks Authority. Please refer to the relevant authority website for more information.

## Making an informal complaint

If you believe your problem or dissatisfaction can be resolved by talking with a departmental representative, visit or contact [your local DBCA metropolitan, regional office or district office](#) to discuss the issues and come to an agreement you are both satisfied with. If you are not satisfied with the outcome, you have the right to make a formal written complaint by following the steps outlined below.

## **Making a formal complaint**

### **How to lodge a complaint**

- Submit an [online complaint lodgement form](#); or
- Provide a letter to Locked Bag 104, Bentley Delivery Centre, WA 6983;  
or
- Email your complaint to [complaints@dbca.wa.gov.au](mailto:complaints@dbca.wa.gov.au); or
- Complete a [complaint lodgement form](#) by phoning or visiting [your local DBCA metropolitan, regional office or district office](#). A DBCA representative can fill out and submit a complaint form on your behalf if requested.

### **What happens next?**

- You will get a letter advising your complaint has been received.
- A DBCA representative will investigate your complaint and liaise with you for resolution.
- Once investigation is complete, a letter outlining the resolution will be sent to you.

### **How long will it take?**

DBCA's complaint decision will usually be provided within 45 working days of a complaint's receipt. However, in some circumstances it may require a shorter or longer time frame, which you will be advised of by the DBCA representative.

### **What if I am still not satisfied?**

If you are not satisfied with the outcome of your complaint, you can lodge an appeal.

## **How to lodge an appeal**

- Submit a new [online complaint lodgement form](#) ensuring that the appeal section has been completed; or
- Provide a letter to Locked Bag 104, Bentley Delivery Centre, WA 6983; or
- Email your complaint appeal to [complaints@dbca.wa.gov.au](mailto:complaints@dbca.wa.gov.au); or
- Complete a new [complaint lodgement form](#) ensuring that the appeal section has been completed. Phone or visit [DBCA headquarters](#) to submit your appeal. A DBCA representative can assist if requested.

## **What happens next?**

- You will get a letter advising your appeal has been received.
- A senior DBCA representative will review DBCA's decision. Further investigation of your complaint may occur. A senior DBCA officer will liaise with you for resolution.
- Once the review and investigation of your appeal is complete, a decision letter will be sent to you.

## **How long will it take?**

DBCA's appeal decision will usually be provided within 20 working days from receipt of the appeal. However, in some circumstances it may require a shorter or longer time frame, which you will be advised of in advance by the DBCA representative.

## **What if I am still not satisfied?**

If your complaint has been reviewed at an agency wide level, and remains unresolved, DBCA will refer you to the appropriate external review body.



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## **External review**

If you want to take your complaint outside of the department, please contact the [Ombudsman Western Australia](#) by telephoning (08) 9220 7555 or 1800 117 000 (country free call).