



## Customer Service Charter

This charter describes the standard of service you can expect when communicating with the Commissioner for Children and Young People WA.

### What we do

The Commissioner for Children and Young People is an independent advocate for all children and young people under 18 years of age in Western Australia. His role is to act in the best interests of children and young people with the aim of increasing their wellbeing. The Commissioner does this by working with government, non-government and private sector organisations and the community to improve policies, laws and services that impact on children and young people.

The work of the Commissioner is informed by the views of children and young people and their families. In addition, the Commissioner works to ensure children and young people have the ability and opportunities to promote change for themselves and others through promoting their meaningful participation in decisions that affect them.

### Our job

To improve the wellbeing of children and young people by working with them, their families, community and government in Western Australia.

### Our hope for the future

All children and young people in Western Australia are heard, healthy, safe, able to reach their potential and welcomed as valued members of the community.

### Our service commitment

The Commissioner is committed to ensuring the continual improvement of the work of the office and the processes to support this and has endorsed these guiding principles based on the Australian Standard AS ISO 10002—2006, Customer satisfaction – Guidelines for complaints handling in organisations.

**Child and young person friendly** – our staff take particular care to ensure that the Commissioner's office is accessible and responsive to children and young people.

We do this by engaging children and young people in our work, creating an office environment that is appealing and motivating, and promoting its use to relevant organisations.

**Professional and respectful** – our staff are polite and respectful and are committed to a customer-focused approach. We aim to make sure that all individual people and groups are dealt with fairly and consistently. [Feedback](#) is welcome and encouraged.

**Responsive** – We aim to determine the response time required by stakeholders, and work to meet that deadline where possible. Usually, simple enquiries are dealt with promptly, and where a longer timeframe is required, the individual or group are kept informed of progress at regular intervals.

## Feedback and complaints

We welcome your feedback as a way to improve the service provided by the Commissioner's office. Feedback and complaints can be made via the Commissioner's website, fax, phone, postal address, email and in person at the Commissioner's Subiaco office. There are also special arrangements for those with particular [access](#) needs.

Our management of feedback and complaints will be:

**Transparent** – Our complaints systems are open and available, particularly for children and young people. Information about how and where to [complain](#) can be obtained by emailing the Commissioner's office. A flowchart is available that has been specially designed for children and young people outlining what will happen to their complaint. Information about the complaints process is available in the front foyer of the Commissioner's office.

**Accessible** – The complaints process is easily accessible and easy to use.

**Responsive** – Receipt of each complaint will be acknowledged to the complainant within three working days and complaints will be addressed promptly, whenever possible within 15 working days.

**Objective** – Each complaint will be addressed in an equitable, objective and unbiased manner. Where people may not be satisfied with the result, they are invited to contact the [Ombudsman's](#) office and provided with information on how to do this.

**Impartial** – Office staff will maintain an open mind during any complaint investigation and will avoid forming judgements before all available relevant evidence has been obtained and assessed. Where the complaint involves a particular staff member, that person will not be involved in the investigation.

**Confidential** – Personally identifiable information will be available only where needed to investigate the complaint, and will be actively protected from disclosure (unless the complainant expressly consents).

**Accountable** – Accountability and reporting processes for complaints handling have been established by the Commissioner's office and all complaints handling is recorded and reported to the Commissioner and her management team on a quarterly basis.

**Continually improved** – Improvement of the complaints handling policy, processes and workings of the Commissioner's office will be an ongoing objective. The policy will be regularly reviewed to ensure it is adequate, responsive and appropriate.