



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 outlined in the *Commissioner for Children and Young People Act (2006)*.

The Commissioner is committed to the safety of children and young people. Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Children and young people should be safe, feel safe and be respected wherever they are. The Commissioner for Children and Young People prioritises the safety and wellbeing of children and young people in all work of the office and in our work with other organisations.

The Commissioner also acts in the best interests of children and young people with the aim of increasing their wellbeing.

His office 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 service commitment

Child and young person friendly – We take particular care to ensure the Commissioner's office and projects are safe, accessible and responsive to children and young people. We do this by engaging children and young people in our work, recruiting skilled and experienced staff and creating an office environment that is appealing and motivating.

Professional and respectful – We are polite and respectful and are committed to child safe and friendly approaches. We aim to make sure that all individual people and groups are dealt with fairly. [Feedback](#) is welcomed and encouraged.

Inclusive and collaborative – We are committed to working positively with all stakeholders and to ensuring all of our actions and work are responsive to timeframes of others.

Feedback and complaints

We welcome your feedback as a way to improve our work.

The Commissioner is unable to deal with individual complaints about other agencies, but is able to provide information to children, young people and families about complaints processes and who is able to assist them.

The Commissioner is also able to investigate or follow up on an issue affecting children and young people generally which may be identified through a complaint or issue relating to a child or young person.

Our management of feedback and complaints will be:

Open and accessible – Information on complaints is clearly displayed in the Commissioner's office foyer and on the [website](#). We make special arrangements for those with particular access needs.

Feedback and complaints can be made in many ways:

- the Commissioner's website www.ccyp.wa.gov.au
- email info@ccyp.wa.gov.au
- phone (08) 6213 2208 or freecall 1800 072 444
- fax (08) 6213 2220
- mail or in person at Ground Floor, 1 Alvan St, Subiaco WA 6008

Responsive – We will get back to you as quickly as possible when you make a complaint (within three working days) and try to give you an answer within 15 working days. We will talk with you about how you would like to be kept informed.

Objective – We will treat each complaint fairly and honestly. If your complaint involves a particular staff member, that person will not be involved in decisions about the response to your complaint. If you are not happy with the result, we will help you contact the [Ombudsman's](#) office.

Confidential – We will ask for your permission before talking to anyone about your complaint, otherwise your personal information will be kept private and not shared.

Accountable – The Commissioner reviews every complaint made and decides what needs to be done. You will be informed of what we do, what happens as a result and reasons for decisions. We will report on the number and nature of complaints received in our Annual Report.

Continually improved – We regularly look at how we deal with complaints and seek feedback. All complaints and feedback are discussed by the Commissioner and his management team to see how we can improve our work.

These guiding principles are based on the Australian/New Zealand Standard AS/NZS ISO 10002—2014, Guidelines for complaint management in organisations.