

Feedback and Complaints Handling Policy

We are committed to an accessible, fair and equitable feedback and complaints handling process where we work together with our customers to drive business decisions and improvements.

Intent

In line with the International Standard for Guidelines for Complaints Handling (ISO 10002-2018) we will:

- Create a customer focussed environment that is open to feedback and suggestions for improvement
- Welcome complaints from customers who are dissatisfied with our decisions, actions or services
- Provide accessible, transparent and accountable processes
- Recognise customer feedback and complaints as opportunities to build knowledge and improve services.

Objectives

In applying the principles, we will encourage:

Accessibility

Provide flexible, customer-friendly feedback mechanisms to meet the needs of all customers.

Responsiveness

Promptly acknowledge and resolve feedback or complaints.

Objectivity

Address each feedback or complaint in a sensitive, equitable, fair and unbiased manner.

Participation

Involve customers in decision making and in the feedback or complaint handling process.

Service Excellence

Build a culture of customer service excellence, through leadership, knowledge, empowerment, skills and processes.

Resourcing

Allocate funding, people and systems to ensure that all feedback or complaints are properly handled.

Improvement

Use customer feedback to continually improve processes and services.



Peter Woronzow

A/ Director General Transport

Feedback and Complaints Flowchart

How do I provide feedback or make a complaint?

- Phone us on 138 138 (24 hours a day, 7 days a week)
National Relay Service TTY/Voice – 133 677
National Translating and Interpreting Service (TIS) – 131 450
- Send us an email: enquiries@mainroads.wa.gov.au
- Fill out the online form on our website
- Write to us at PO Box 6202, East Perth WA 6892

How do I know that you are working on it?

- When you submit a feedback or complaint, we will provide you with a reference number so you can track its progress.
- We will reply to you as soon as we can. If we provide an interim response, we will tell you who is dealing with your feedback or complaint.

What if I want to follow up further?

- If you are not satisfied with the way your feedback or complaint was handled, please phone our Customer Information Centre on 138 138 and ask to be referred to one of our Customer Advocates¹.
- If you still feel your feedback or complaint hasn't been handled to your satisfaction, you may wish to contact the Ombudsman of Western Australia. For more information, including how to contact them, please visit www.ombudsman.wa.gov.au

¹ Our Customer Advocates cannot intervene in legal or statutory matters, including decisions regarding third party liability claims for damages