

CUSTOMER SERVICE CHARTER

What We Do

The Department of Commerce is a department of the Government of Western Australia. Our purpose is to create an employment and trading environment that protects consumers and workers.

The department does this by:

- taking an approach which appropriately balances the interests of consumers and traders, and employees and employers;
- administering legislation and regulations related to consumer protection, labour relations and occupational safety and health;
- monitoring compliance with legislation and taking appropriate action when there is non-compliance;
- providing policy and legislative advice to the Minister and other key stakeholders;
- providing information and community education services;
- licensing and registration of entities and individuals to ensure minimum standards are met;
- ensuring appropriate dispute resolution procedures are in place where relevant; and
- managing fidelity funds to provide compensation for people who have suffered losses in specific areas of consumer protection.

Our Customers

The Department Commerce works with and provides services to:

- Employees
- Employers
- Consumers
- Traders
- Business

Our Customer Service Vision

Our staff are committed to understanding and striving to exceed our customer service standards and to encouraging customer feedback to improve our services. We want our customers to be able to access consistent, accurate and relevant services and information.

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Customer Service Standards - What you can expect from us

<i>Our people will –</i>	<i>Our information will be -</i>	<i>Our actions will -</i>
<ul style="list-style-type: none">• Identify themselves• Listen carefully to what you say• Be helpful, polite and courteous• Follow through on commitments they make• Value and encourage your feedback	<ul style="list-style-type: none">• Easy to access• Accurate & consistent• Relevant & practical	<ul style="list-style-type: none">• Be fair and impartial• Be completed within an identified timeframe• Take your individual needs into consideration

You can help us by:

- Checking our website for the information you need as it may save you time.
- Having all the documents and completed forms ready when you talk to us.
- Being on time if you have a scheduled meeting.
- Treating our staff with respect and courtesy.
- Provide the department with feedback, either by way of suggestion, compliment or complaint.

Your rights

We aim to provide services that are fair, timely and relevant to your needs. You have the right to an explanation of the reasons for any decisions made by us.

Feedback and Complaints

If wish to provide feedback or you are not satisfied with any of our services or a decision made by the department we encourage you to let us know by:

- Completing a “complaint form” available at all customer service and reception counters;
- Contacting our Complaints and Feedback Line on 1800 304 059; or
- Emailing us at our website at www.commerce.wa.gov.au

DOCEP takes complaints seriously and has a complaint process that ensures:

- Your complaint is documented, investigated and contact made with you in writing within 10 working days of the complaint being lodged.
- That the information from this process is used to identify and make ongoing improvements to our services.

Your also have the right to lodge a complaint or seek a review with the state Ombudsman who can be contacted on (08) 9220 7555 or for country callers Freecall on 1800 117 000 if we are unable to satisfactorily resolve your complaint.