



Department of Consumer  
and Employment Protection  
Government of Western Australia

# HAVE WE GIVEN YOU GOOD SERVICE?

## CUSTOMER SERVICE COMPLAINTS AND FEEDBACK FORM

To help us improve the quality of our services or to let us know what we are doing well, please complete this form and post it to:

Department of Consumer and Employment Protection  
Project and Policy Officer, Office of the Director General  
Locked Bag 14  
Cloisters Square WA 6850

**OR** hand it to our counter staff at one of DOCEP's office locations:

**Consumer Protection**

Ground Floor, 219 St Georges Terrace, Perth  
Unit 3/4, 321 Selby Street, Osborne Park

**Energy Safety**

20 Southport Street, West Leederville

**Labour Relations**

2 Havelock Street, West Perth

**WorkSafe**

5th Floor, 1260 Hay Street, West Perth

**Regional Offices:**

Unit 2, 129 Aberdeen Street, Albany  
8th Floor, 61 Victoria Street, Bunbury  
Shop 3, Post Office Plaza, 50 -52 Durlacher St, Geraldton  
Unit 2, 8 Chapman Road, Geraldton  
377 Hannan Street, Kalgoorlie  
Unit 9, Karratha Village Shopping Centre, Karratha

Please tick whichever applies:

**Complaint**

**Compliment**

**Suggestion**

**Customer Details:**

Name: .....

File Reference: .....

Address: .....

Phone No: .....

.....

Fax number: .....

.....

Email: .....

**Details of Issue (please attach copies of relevant documents):**

.....  
 .....  
 .....  
 .....  
 .....

Name of Area/Staff member responsible (if known): .....

**IF YOU ARE MAKING A COMPLAINT:**

Date of Occurrence: ..... / ..... / .....

Have you previously contacted us about this issue?

No/Yes (please provide details)

What outcome are you seeking?

Signature:

Date: