

What to do

If you have a complaint, do something straight away before you forget about it. To have your say the right way, follow the steps below:

Think it through

What happened?
How did it happen?
When did it start?

The way forward

Tell us what you think needs to be done to put things right.

Keep a copy of everything

Make sure you have a record of all letters, emails, notes, meetings and phone calls that relate to your complaint.

The Department of Justice manages complaints in compliance with the Australian Standards of Complaints Handling AS ISO 10002.

**We are there for you from start to finish.
We have rules that help us to help you.**

Contact us



Website

www.justice.wa.gov.au



Email

complaints.access@justice.wa.gov.au
compliments.access@justice.wa.gov.au
suggestions.access@justice.wa.gov.au



Call 1300 306 922

9.30am to 11.30am and 1.30pm to 3.30pm Monday to Friday, (except public holidays).

Please tell us if you find it hard to hear on the phone, or if you speak a language other than English. ACCESS can arrange a telephone interpreter through Translating and Interpreting Service (TIS) or the Deaf Society.



Mail

Private and Confidential – ACCESS
PO Box Z5124
St Georges Terrace
PERTH WA 6831



Government of Western Australia
Department of Justice
Corrective Services

www.justice.wa.gov.au



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ACCESS

Administration of Complaints, Compliments and Suggestions.

ACCESS

ACCESS is a dedicated service within the Department of Justice, Corrective Services that manages complaints, compliments and suggestions for and related to prisoners and offenders state-wide.

This service is created as part of the Department's commitment to delivering high-quality complaints management for prisoners and offenders and maintaining an agency that is open and honest.

A complaint, compliment or suggestion is your say about what we do and how we do it – as a Department or a person.

Complaints

It is our job to put things right. If you think the Department of Justice has made a mistake, or you have a complaint about one of the Department's services, ACCESS will listen to what you have to say.

Compliments

If you let us know what the Department is doing well, then we can reward the right people and continue to provide a good service.

Suggestions

What do you think of the Department of Justice? We would like to hear from you.

ACCESS is available to all prisoners and offenders and the general community who have something to say in relation to prisoners and offenders.

You can call us from anywhere in Western Australia for the cost of a local phone call to have your say.

