



# 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. Their 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 and they 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 acts in the best interests of children and young people with the aim of increasing their wellbeing. Their 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.

The Commissioner also works to ensure children and young people have opportunities to promote change for themselves and others through their meaningful participation in decisions that affect them.

## Our service commitment

**Child and young person friendly** – We take particular care to ensure the work of the Office is 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 planning and implementing projects that are inclusive, meaningful and engaging.

**Professional and respectful** – We are polite, respectful and committed to child safe and friendly approaches and 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 our actions and work are responsive to the needs and timeframes of others.

**Integrity** – We act in the interests of children and young people and the Western Australian community and do so with honesty and transparency.

## Feedback and complaints

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

Our management of feedback and complaints will be:

**Open and accessible** – Information on complaints is clearly displayed on the Commissioner’s [website](#) and provided directly to people involved in our work. We make special arrangements for those with particular [access](#) needs and this document is available in other formats on request.

Feedback and complaints can be made in many ways:

- the Commissioner’s website [ccyp.wa.gov.au](http://ccyp.wa.gov.au)
- email [info@ccyp.wa.gov.au](mailto:info@ccyp.wa.gov.au)
- phone (08) 6213 2208 or freecall 1800 072 444
- by mail or in person at our office.

**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 their management team to see how we can improve our work.

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

(CM 22/7336)