

Feedback and Complaints Management Policy

POL15

1. Purpose

This policy explains how the Teacher Registration Board of Western Australia (Board) manages the feedback received by clients about its services and practices.

2. Scope

This policy applies to all verbal and written feedback, including compliments and complaints, received by the Board about its service delivery and associated practices.

This policy does not apply to complaints or allegations made against teachers. Refer to the [Notifications and complaints](#) section of our website for information on how to make these types of complaints.

This policy also does not apply to situations where an applicant is dissatisfied with a decision of the Board. Appeals against reviewable decisions as defined in section 124 (2) of the *Teacher Registration Act 2012* (Act) may be heard by the State Administrative Tribunal (SAT).

3. Background

The Board provides clients and the community with the opportunity to influence the way it works through meaningful engagement, listening and responding to feedback and protecting their privacy and confidentiality.

The Board is committed to ensuring that its feedback process is accessible, fair, transparent and responsive. It provides feedback mechanisms that are user-friendly, and all feedback is:

- valued, heard and responded to promptly;
- handled objectively and confidentially;
- managed consistently; and
- reviewed regularly and used to continuously improve services.

In line with its Privacy Policy, the Board ensures that its collection, use and disclosure of personal information is consistent with its obligations under the Act, the *Privacy Act 1988* (Cth) and Australian Privacy Principles.

The Board's feedback process also conforms to the principles of the Australian/New Zealand Standard AS/NZS 10002:2014 *Guidelines for Complaints Management in Organisations* (as amended from time to time), as required under the Ombudsman Western Australia's [Complaints Management Guidelines](#).

4. Policy

The Board's handling of client feedback and complaints is based on the following principles:

- Feedback will be acknowledged, heard and responded to.
- Complaints will be handled with integrity through a process that is accessible, fair, transparent and responsive.
- Personal information will be dealt with confidentially.
- Feedback helps us to review and improve the performance of our service to the community.

The Board commits to:

- keeping clients informed of the progress and outcome of feedback and complaints;
- providing clear reasons for decisions;
- treating clients with courtesy and respect; and
- ensuring that people who make a complaint suffer no detriment (such as intimidation, actual or threatened discrimination, disadvantage or adverse treatment) for making a complaint.

5. Feedback process

5.1 *How you can provide feedback*

Feedback, including compliments, suggestions and complaints, can be provided to the Board in several ways:

- by accessing the Feedback Form on the Board's website: trb.wa.gov.au
- by email directed to feedback@trb.education.wa.edu.au
- by phone on (08) 9223 9100
- by post to PO Box 3009, East Perth, WA, 6892
- in person at 151 Royal Street, East Perth, WA, 6004.

Interpreter services are available upon request.

Note that staff members have a right to a safe working environment. If feedback is expressed in a manner which is intimidating, or causes offence, either by phone, in person or via email, officers may end the contact or choose not to respond.

5.2 *How long it takes to get a response*

Where possible, verbal complaints will be resolved at first contact.

Feedback received by email will be acknowledged within 3 working days of receipt or if received by post, within 5 working days.

Feedback will be assessed and prioritised in accordance with the urgency and/or seriousness of the issues raised. The Board will aim to take no more than a month to finalise matters. If a matter is of a more complex nature and requires more time to consider, a response will be sent to the client to provide them with an update and reasons for the delay.

5.3 *How to follow up*

If you are not satisfied with the way your feedback or complaint was handled, please email: info@trb.education.wa.edu.au, marked for the attention of the Principal Consultant, Stakeholder Relations.

If you still feel that your feedback or complaint hasn't been handled to your satisfaction, you may wish to contact the Ombudsman of Western Australia. For more information, please visit: www.ombudsman.wa.gov.au.

6. WA Ombudsman

The WA Ombudsman's responsibilities include investigation of the administrative practices of Western Australian agencies, including complaint handling practices.

In this context, the Board's response to a complaint reviewed under this policy should observe the following principles:

- If the application process in dispute would ultimately give rise to a reviewable decision, information should be provided to the effect that the Board's administration of the application is reviewable by appeal to the SAT, once the reviewable decision relevant to the application has been made.
- Otherwise, or as well, information should be provided about the role of the WA Ombudsman in the response to the complaint, the context of the role of the WA Ombudsman in hearing complaints about the administrative practices of public sector agencies, including complaint handling practices.

7. Staff and contractors

7.1 *Complaints about conduct*

If a complaint relates to the conduct of a staff member or contractor performing services for the Board, the complaint will be referred to the Director Teacher Registration. The matter will be handled in alignment with the Department of Education Western Australia's [Staff Conduct and Discipline Policy](#) and [Complaints and Notifications Policy](#).

7.2 *Public Interest Disclosures*

A public interest disclosure is a report about certain types of wrongdoing covered by the *Public Interest Disclosure Act 2003*. A disclosure must relate to a matter of public interest and show or tend to show wrongdoing by a public authority, public officer or public sector contractor performing a public function.

To report something you believe is unlawful or improper as a Public Interest Disclosure (PID), it is recommended that you review the material on the Public Sector Commission's website ([Public interest disclosure resources](#)) and then discuss the matter with our PID Officer whose contact details can be found at: [Complaints and Feedback](#).

8. Data and reporting

Information on the nature of complaints received is reported to the Board. No personal information (or information which could be used to identify individuals) is publicly reported.

9. Supporting information

- [TRBWA Regulatory approach](#)
- [Complaints and Feedback webpage](#)
- [TRBWA Service Charter](#)
- [Board Privacy Policy](#)
- [Feedback and complaints form](#)
- [Ombudsman Western Australia: Complaints Management Guidelines](#)
- [Public Sector Commission - Public interest disclosure – information for disclosers.](#)

11. Change History

Approved	Version	Details	Approved By
08/10/14	1.0	Feedback and Complaints Policy	Board
24/03/15	1.1	Contact details updated	Director
18/10/19	1.2	Minor revisions consistent with Department of Education policy.	Director
19/10/20	1.3	Contact details updated	Director
30/11/20	1.4	Updated ICB and feedback email addresses	Director
15/06/22	2.0	Reviewed and updated	Board
21/11/22	2.0	New policy issued	Board
Next Review Date		3 years	