



Office of the
Environmental Protection Authority

Customer Service Charter and Feedback Policy

September 2016

FINAL

Customer Service Charter

This Customer Service Charter describes our commitment to service and outlines the overall standards of service you can expect to receive from the Office of the Environmental Protection Authority.

Our Purpose

We support the Environmental Protection Authority and work with other departments, industry and the community to ensure environmental values are protected and development is managed in an environmentally responsible manner.

Our Customers

The OEPA is accountable to the Minister for Environment, as well as to the Environmental Protection Authority. To be successful in its work, the OEPA must also collaborate with a range of clients and stakeholders, including Government agencies, industry peak bodies, environmental non-Government organisations, proponents, and members of the community.

Our Services

The OEPA provides advice on developing environmental policies and guidance, and conducts environmental impact assessments of significant development proposals, planning schemes and scheme amendments. The OEPA is also responsible for administering and auditing the compliance of development proposals with their implementation conditions on behalf of the Minister.

Our service standards

We:

- act ethically and legally with the utmost integrity, and treat people with impartiality, fairness and respect
- seek to understand clearly the services required by our customers and to meet those services where it is appropriate
- provide advice and decisions that are clearly explained, well founded and relevant
- aim to provide a response within 14 working days
- ensure all people, including those with disabilities have equitable access to services, information, facilities and events.

Our feedback commitment

We welcome your feedback which we regularly evaluate to see how we can further improve the services we provide to the community.

Customer Service Feedback Management Policy

The OEPA welcomes feedback, including complaints, about our operations or services. Feedback helps us identify opportunities for continuous improvement to ensure that we are providing high quality services and maintaining effective relationships with our stakeholders. The OEPA is committed to managing complaints in an accountable, transparent and responsive way.

Scope

This policy applies to feedback about services or operations provided by the OEPA and covers all directorate and branches that are involved in any way in the provision of customer services.

This policy applies to the following complaints:

- **Customer service complaints** where a customer believes that the OEPA has failed to meet the normal standards for a product or service that was delivered or should have been delivered including complaints about the OEPA service delivery, services, policies, procedures and staff conduct.

Other policies apply to the following complaints:

- **Regulatory complaints** about the implementation of a proposal, which may lead to a breach of the statutory conditions of Ministerial Statements issued under s45(5) of the Environmental Protection Act 1986. (Our on-line web form can be used to request information on the regulatory complaint process).
- **Complaints / feedback** about the EPA decision not to assess a proposal or about the content of, and recommendations in, an EPA report at the conclusion of an assessment process. For information on the appeals process see www.appealsconvenor.wa.gov.au

When you lodge feedback or complaint:

What will happen then?

Your submission is recorded and the investigation process begins.

When should I receive a reply?

We give feedback and complaints a high priority. Within seven days you will be sent an acknowledgement of your feedback or complaint. Your feedback or complaint will be investigated and you will be advised, in writing, of the outcome.

What if I do not receive a reply?

If you do not receive any reply within seven days of lodging your feedback or complaint, please contact the Director, Business Operations. The matter will be immediately followed up.

What if I do not receive a satisfactory reply?

If you feel the reply is unsatisfactory, you may take the matter up with the Department. If after further discussion you remain dissatisfied, you may contact the Western Australian Ombudsman.

Contact us

For all suggestions, compliments or complaints, lodgment through the our *online web feedback form* is encouraged in the first instance.

Phone: (08)61450800

Email: info@epa.wa.gov.au

Post: Office of the EPA, Locked Bag 10, East Perth WA 6892

Website: www.epa.wa.gov.au

In person: The Atrium, Level 8, 168 St Georges Tce, Perth Western Australia

Taking a complaint further

If you have a complaint that you do not wish to raise directly with us, or after dealing with us you are not satisfied with the outcome you may refer the matter to the Ombudsman Western Australia.

Ombudsman Western Australia:

Phone: (08) 9220 7555 (or 1800 117 000 for callers outside the metropolitan area)

Fax: (08) 9325 1107

Email: mail@ombudsman.wa.gov.au

Post: PO Box Z5386, St Georges Tce, Perth WA 6831

In person: Level 12, 44 St Georges Tce, Perth