

GOLDFIELDS - ESPERANCE DEVELOPMENT COMMISSION

Have Your Say Information

How can you provide feedback i.e. compliment, complaint or comment?

- Verbal (in person or by telephone).
- Written.
- Complete a 'Have Your Say' form.
- Contact the Corporate Services Manager.
- Website www.gedc.wa.gov.au.

Sharing your feedback allows prompt action to be taken and swift resolution of service issues.

What can you give feedback about?

You are welcome to give positive feedback (compliment) and negative feedback (complaint) about any aspect of our service.

Who can assist you with a complaint?

Most times issues can be addressed and resolved at the point of service. Initially it is a good idea to discuss your concerns with staff in the service area concerned.

What can you do to enable your complaint to be dealt with effectively?

- Report complaints to the Goldfields – Esperance Development Commission (GEDC) as soon as possible.
- Give details about the complaint.
- Explain the event(s) that led to the complaint occurring.
- Give the date that the event occurred and times, if possible.
- Keep a record of all dealings with the GEDC for example: letters, telephone conversations, meetings etc.
- Suggest possible actions that you would like taken to address the matter.

How are complaints dealt with?

- Complaints are treated fairly and confidentially.
- Complaints that cannot be resolved at the point of service will be referred to Executive Management for resolution.
- Possible resolution options are discussed with the complainant and any staff involved (as appropriate).
- Support from external review agencies is sought as required.
- Progress and outcomes of complaints will be discussed with the complainant on an ongoing basis, if required.
- Any special needs are considered for example: literacy, cultural and linguistic diversity.
- Complaints will be used to improve overall service delivery.

If your complaint is not dealt with, what can you do?

You can lodge a formal complaint with the Corporate Services Manager who is located at the GEDC Kalgoorlie-Boulder office.

The Corporate Services Manager has excellent knowledge of the GEDC services and is qualified to:

- Follow up on your complaint.
- Discuss resolution options.

- Bring about actions to resolve service issues.

To speak with the Corporate Services Manager call the Kalgoorlie - Boulder office on +61 8 90805000.

External resolution agencies

The GEDC works towards building shared partnerships with external review agencies by encouraging open communication. The GEDC also works with the complainant and review agencies to resolve complaints whilst addressing the needs of the client and the organisation.

A GEDC Officer will be happy to assist the client in establishing contact with an external review agency to resolve complaints.

**Kalgoorlie – Boulder
Office**
PO Box 751
377 Hannan Street
Kalgoorlie WA 6430
Phone: +61 8 9080 5000
Fax: +61 8 9021 7941

Esperance Office
PO Box 632
Port Authority Building,
The Esplanade
Esperance WA 6450
Phone: +61 9 9083 2222
Fax: +61 8 9071 3765

Leonora Office
PO Box 56
Leonora Shire Office,
Tower Street
Leonora WA 6438
Phone: +61 8 9037 6944
Fax: + 61 8 9037 6295