

Making a complaint

RAISING A COMPLAINT

If you wish to raise a short general complaint, then please feel free to use the on-line feedback form at www.environment.sa.gov.au/contact-us. Complaints may also be lodged in person, by telephone on 8204 1910 or in writing to Department for Environment and Water (DEW) at GPO Box 1047 ADELAIDE SA 5001.

If you require assistance to make a complaint, the following services are available:

- the National Relay Service provides a phone service for people who are deaf or have a hearing or speech impairment: www.relayservice.com.au
- the Interpreting and Translating Centre provides interpreting and translating services: www.translate.sa.gov.au.

If you have a specific complaint about a service, product or person, it is best to raise it as soon as possible after the incident occurs and with the person or area with whom you have an issue. In addition, please collect and document all relevant information, names and dates. Please also advise of any outcome, action or remedy you are seeking.

Anyone can make a complaint. If you do not want to make the complaint yourself, you can ask a person not directly associated with the complaint to do it on your behalf. For example an advocate, family member, legal or community representative, Member of Parliament or another organisation can submit a complaint for you. If someone makes a complaint on your behalf, we may still need to contact you to confirm details of the complaint.

DEW accepts anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

If your complaint falls outside the DEW jurisdiction we will endeavour to give you advice about where to get help.

WHAT HAPPENS TO YOUR COMPLAINT?

Your complaint will be given careful attention. An officer will try to resolve it immediately or investigate the matter further. Many complaints are finalised quickly. Complex or formal investigations may take much longer.

In the case of a complaint by writing, fax or email we will try to acknowledge your complaint within 5 working days and let you know who is dealing with your complaint. If the

complaint cannot be resolved within 10 business days, the assigned contact person will provide regular updates.

The identity of complainants will be made known only if required to investigate and resolve the complaint. The complaint will not be revealed or made public by DEW, except where required by law. Complaints lodged with DEW are subject to the *Freedom of Information Act 1991* and confidentiality cannot be guaranteed under the provisions of that legislation.

Where an officer has investigated your complaint you will receive advice in writing of the:

- outcome of the complaint and any action undertaken
- reason/s for the decision
- remedy or resolution/s that are proposed or put in place
- options for review that may be available to the complainant, such as an internal review, external review or appeal.

If you are not happy with the response or outcome of your complaint you can contact:

South Australian Ombudsman
Postal address: PO Box 3651 Rundle Mall SA 5000
Phone: (08) 8226 8699
Toll Free: 1800 182 150 (outside metro SA only)
Fax: (08) 8226 8602

Email: ombudsman@ombudsman.sa.gov.au
Website: www.ombudsman.sa.gov.au/

SERIOUS ALLEGATIONS

If you have a serious complaint or allegation regarding the conduct of an individual, then you may need to consider taking the matter direct to an independent agency, such as:

- SA Police
Phone: 131 444
www.police.sa.gov.au
- Office for Public Integrity (on behalf of the Independent Commissioner Against Corruption)
Postal address: GPO Box 11066
ADELAIDE SA 5001
Phone: (08) 8207 1777 or 1300 782 489 (cost of a local call for country callers)
www.icac.sa.gov.au.

