

SERVICE COMMITMENT AND FEEDBACK

About Us

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We are committed to provide you with a high standard of service based on these customer service principles:

Communication

We will communicate openly and efficiently so you receive clear and accurate information and advice.

Responsiveness

We will respond to you in a reliable and timely manner.

Respect

We will manage your claim in a respectful, fair and transparent manner.

Accountability

We will accept responsibility for our actions, and will act to correct an error when it occurs.

Continuous Improvement

We will seek to continually improve the efficiency and effectiveness of our services.

If you think we haven't met these principles, please tell us.

How to Provide Feedback

We welcome your feedback on your experience dealing with the Insurance Commission.

You can lodge your feedback online by completing the form in the [Contact Us](#) page.

We understand that feedback can include complaints and, instead of lodging your complaint through our website, you may prefer to liaise with your claims officer about the complaint.

Many complaints can be resolved quickly and easily by the employee you dealt with – they will be familiar with the issues and are often in the best position to help you.

First raise the issue with the person who has been managing your claim. Try to summarise exactly what your complaint is. If detail is necessary, set out the order that things happened, preferably with dates, descriptions of incidents, phone calls, letters or meetings.

If you are not satisfied with our response to your complaint, we can have it reviewed internally. This may involve a different claims officer reviewing the complaint.

We will investigate the complaint impartially, respond to your concerns and ensure a resolution is reached quickly and fairly. Complicated issues may take longer to resolve and we'll endeavour to keep you informed on the process.

For more information, please see our [Stakeholder Feedback Policy](#).

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