

POLICY

Feedback and Complaints Management

1. Scope

This policy applies to stakeholder feedback that relates to services provided by the Legal Practice Board (**the Board**) during the course of carrying out its functions as a regulator and service provider, including services as provided by employees of the Board.

It is distinct from, and therefore does not apply to, the powers granted to the Board pursuant to the *Legal Profession Uniform Law (WA)* (**Uniform Law**) to receive and handle complaints about lawyers and law practices. The parties to a regulatory complaint can, however, provide feedback in accordance with the provisions of this policy.

This policy does not apply to complaints made by employees about internal matters (for example, grievances). These matters are administered via independent systems and internal policy mechanisms.

2. Policy Statement

The Board is an independent statutory authority within the Western Australian public sector. The Board is the designated regulatory authority under the Uniform Law and has statutory responsibility for regulating the provision of legal services in Western Australia. Many of the Board's functions are delegated to its committees and officers.

The Board recognises that stakeholders may wish to provide feedback about the services it provides. This policy articulates the overarching principles that the Board applies in responding to stakeholder feedback, where this feedback refers to complaints, compliments and suggestions.

3. Policy Principles

- 3.1. The Board welcomes and encourages all forms of feedback and is committed to effective complaints handling.
- 3.2. Feedback will be managed in accordance with the Ombudsman of Western Australia's guidelines, the principles of public administration and management as per the *Public Sector Management Act 1994* (**PSM Act**), and relevant Australian Standards.
- 3.3. Information for stakeholders on how to lodge feedback will be accessible and well publicised.
- 3.4. Complaints will be acknowledged in a timely manner and the person lodging the complaint will be kept informed throughout the process.

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- 3.5. Complaints will be actioned with all information relevant to the matter being taken into account and will be dealt with in an equitable, objective and unbiased manner, and in accordance with the principles of procedural fairness.
- 3.6. Stakeholders may nominate another person to represent them in making a complaint or at any stage during the complaint management process.
- 3.7. Anonymous complaints may not be able to be acknowledged but will be actioned in accordance with policy principle 3.5 where a significant issue has been raised and there is sufficient information to support an investigation¹ taking place.
- 3.8. Complaints about matters that occurred more than three months prior to the Board receiving the complaint will be considered if they identify an improvement opportunity, however the Board may not take any further action. The Board will manage historic concerns on a case-by-case basis.
- 3.9. The Board will not share personal details of employee related outcomes externally. Where employee behaviour is identified that does not meet the Board's expectations, the Board will take appropriate and proportionate steps to address it.
- 3.10. Where a stakeholder is dissatisfied with a response received from the Board, alternative avenues to pursue the matter will be provided to them
- 3.11. While the Board welcomes all feedback, unreasonable conduct by stakeholders during any part of the feedback process will be managed decisively in accordance with [Our approach to dealing with challenging behaviour](#). Negative and unreasonable impacts to either or both the Board or its employees in the course of the feedback process will not be tolerated.
- 3.12. Complaints will be recorded and managed via the Board's Stakeholder Feedback Register, in accordance with the Board's Feedback and Complaints Management Procedure and all relevant legislation, Australian Standards and public sector governance instruments.
- 3.13. Personal information will be obtained, handled, stored and disposed of in accordance with relevant legislation and public sector governance instruments, including the Board's Record Keeping Plan and related policies and procedures.
- 3.14. The Board is committed to information privacy. The Board's [Privacy Policy](#) sets out the framework for managing information privacy at the Board, particularly the handling of personal information. Stakeholders may contact the [Office of the Information Commissioner - WA](#) if they are concerned about a privacy related matter as part of the complaints management process.
- 3.15. Information related to the stakeholder feedback process will only be disclosed as permitted under relevant legislation and public sector governance instruments.

¹ See Definitions section for definition of 'investigation' as it relates to this policy suite

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4. Definitions

Employee

For the purpose of this policy, the term employee includes all permanent and fixed term employees, seconded officers, casual employees, interns and trainees. This policy may be amended in the case of an employee to whom the PSM Act does not apply. The term employee does not apply to members or committees of the Board.

Complaint

An expression of dissatisfaction by, or on behalf of, a stakeholder regarding any aspect of a product or service delivered by the Board, where a response or resolution is explicitly or implicitly expected.

Compliment

An expression of satisfaction, approval or praise by, or on behalf of, a stakeholder regarding an aspect of a product or service delivered by the Board.

Feedback

For the purpose of this policy suite, refers to complaints, compliments and suggestions.

Investigation

For the purpose of this policy suite, refers to the process of considering, assessing and determining what occurred in relation to a stakeholder complaint including, where relevant, to whom and how things happened and identifying how things might or should be done better in future. It is distinct from and should not be read as the same as or similar to any form of regulatory investigation conducted under the Uniform Law.

Stakeholder

Any individual, business, organisation or professional association body that engages with the Board as part of carrying out its functions as regulator, statutory authority, and service provider.

Suggestion

Information about stakeholder sentiment about the Board's products or services, particularly but not exclusively where these can be enhanced, which can be used as a basis for business improvement.

5. Related Documents

This policy must be read in conjunction with related documents:

- NA

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6. Supporting Information

This policy has associated supporting documentation, which may help operationalise its application:

- Code of Conduct
- Communication and Stakeholder Engagement Framework
- Customer Service Charter
- Feedback and Complaints Management Procedure
- Our approach to dealing with challenging behaviour
- Regulatory Approach Statement and Strategy
- Record Keeping Plan
- Stakeholder Feedback Form

7. References

This document is aligned with the following legislation, standards and other reference sources:

- Australian Standard – Quality Management - Customer Satisfaction - Guidelines for complaints handling in organisations (AS 10002:2022)
- Commissioner’s Instruction 40: Ethical Foundations – Public Sector Code of Ethics
- Corruption, Crime and Misconduct Act 2003
- Freedom of Information Act 1992
- Ombudsman of Western Australia - Complaint Management Guidelines
- Ombudsman of Western Australia – Procedural fairness (natural justice)
- Ombudsman of Western Australia – Dealing with unreasonable complainant conduct
- Public Sector Management Act 1994

8. Authorisation

This policy is authorised by the Executive Director.

Signature:



Name: Libby Fulham

Date: 30 January 2026

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9. Governance

Version Number: 1.0	Division: Corporate Services
Policy Area: Policy, Strategy and Outreach	Policy Owner: Director Corporate Services
Policy Number: [Inserted by Records]	Next Review Date: 1 February 2027

10. Version Control

Previous version	Reason for update
NA	New policy

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