

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you to have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality; relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to Equal Opportunity Commission WA, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Consumer Protection Western Australia

In this fact sheet, we introduce Consumer Protection Western Australia (**‘Consumer Protection’**), a Government agency and division of the Western Australian Department of Local Government, Industry Regulation and Safety (**‘Department’**). We outline how complaints can be made by consumers, businesses, landlords and tenants to Consumer Protection.

Consumer Protection provides advice and information to Western Australian consumers, businesses, landlords and tenants. Consumer Protection also provides public education and information, receives complaints, assists in the resolution of disputes, regulates and licences businesses, and enforces Western Australia’s consumer laws (which provide for the application of the Australian Consumer Law in Western Australia).

Legislation and Key Terms

Relevant Legislation:

- [*Competition and Consumer Act 2010 \(Cth\)*](#)
- [*Fair Trading Act 2010 \(WA\)*](#)
- [*Residential Tenancies Act 1987 \(WA\)*](#)
- [*Residential Tenancies Regulations 1989 \(WA\)*](#)
- [*Real Estate and Business Agents Act 1978 \(WA\)*](#)
- [*Motor Vehicle Dealers Act 1973*](#)

Key terms:

Australian Consumer Law: The national consumer protection law that sets out consumer rights and business responsibilities across Australia. In Western Australia, it is applied as a law of WA through the Fair Trading Act 2010 (WA).

Business: A person, company or organisation that sells, supplies, hires, repairs or provides goods or services.

Complainant: The person who makes a complaint.

Complaint: An expression of dissatisfaction where a response, explanation, action or resolution is wanted, expected or required.

Conciliation: A voluntary dispute-resolution process where Consumer Protection helps both sides try to reach a fair outcome. Consumer Protection cannot force either side to agree.

Consumer: A person who buys, hires or receives goods or services. In some cases, a business may also have consumer rights under the Australian Consumer Law.

Court or tribunal: A separate legal decision-making body that may be able to make binding orders if a dispute cannot be resolved through Consumer Protection.

Early intervention: An early step where Consumer Protection may contact the other party and ask them to respond or try to resolve the issue directly.

Goods: Physical products or items bought, hired or supplied, such as a car, appliance, furniture, clothing or other product.

Landlord / lessor: A person, company or organisation that rents out a home or is legally responsible for the tenancy as the rental provider.

LGIRS: The Department of Local Government, Industry Regulation and Safety, the WA Government department that includes Consumer Protection.

Property agent / property manager: A person or business involved in managing, renting, selling or dealing with property, including a rental property manager or real estate agent.

Regulated operator: A person or business working in an industry where Consumer Protection has licensing, registration or compliance responsibilities. This may include some real estate, motor vehicle, settlement, debt collection or other regulated activities.

Respondent: The person, business, landlord, tenant, property agent, association, charity, co-operative or other organisation the complaint is about.

Services: Work, assistance or professional activity provided by a business or person, such as repairs, trades, vehicle servicing, property services or other paid services.

Tenant: A person who rents or occupies a home under a tenancy arrangement.

Trader: A person or business that sells, supplies, hires, repairs or provides goods or services.

Unlicensed trader: A person or business carrying out work or activities that may require a licence, registration or authority but may not have one.

Step 1: What type of Complaints can be made to this body?

Consumer Protection deals with these types of complaints:	
Sub-category	Example
Consumer goods and services complaints <i>Australian Consumer Law (WA); Fair Trading Act 2010 (WA)</i>	You should make a complaint if a business in or from WA sold, hired or supplied goods or services that were faulty, unsafe, unfinished, not as described, not fit for purpose, not supplied at all, or supplied in a misleading or unfair way, and you have not been able to sort it out directly with the business. <i>Examples:</i> <i>Priya buys a fridge from a WA retailer. It does not cool properly from the first day, and the store refuses to repair, replace or refund it.</i> <i>Daniel books short-term holiday accommodation in WA after the listing promises air-conditioning and two working bedrooms. When he arrives, one room is unusable and there is no air-conditioning, and neither the host nor platform fixes the problem.</i> <i>Mia emails her gym to cancel her membership, but the gym says she must attend in person and keeps deducting fees beyond the notice period in the contract.</i> <i>Mo pays a WA supplier up front for a prefabricated shed to be delivered to his property, but the shed is never delivered and the supplier stops responding.</i> <i>A not-for-profit community group buys catering equipment from a WA supplier for a fundraiser. The equipment fails during normal use, and the supplier refuses to deal with the problem.</i>
Motor vehicle sales, warranties and repairs <i>Motor Vehicle Dealers Act 1973 (WA); Australian Consumer Law (WA)</i>	You should make a complaint if your complaint is about buying a new or used vehicle from a dealer, a statutory warranty issue, or the way a car, recreational vehicle, boat or farm machinery was repaired, serviced, towed or supplied in WA. <i>Examples:</i> <i>Lucy buys a used car from a licensed WA dealer. Soon after purchase, a major mechanical defect appears and the dealer refuses to carry out warranty repairs.</i> <i>Bec takes her car to a WA repairer for servicing. She is charged for extra work she did not authorise and the original problem is still not fixed.</i> <i>Hamish buys a vehicle from a dealer after being told it has never been in an accident, but later finds clear signs of serious previous crash damage.</i>

Consumer Protection deals with these types of complaints:	
Sub-category	Example
	A farmer buys second-hand farm machinery from a WA dealer with a statutory warranty, but it breaks down soon after purchase and the dealer refuses to assess the warranty claim.
Renting a home <i>Residential Tenancies Act 1987 (WA)</i>	You should make a complaint if your dispute is about a WA rental home and concerns a landlord, tenant or property manager's conduct, a tenancy agreement issue, rent, repairs, bond, a pet request, a minor modification request, or a Consumer Protection decision-making issue. <i>Examples:</i> - Pete's hot water stops working in his rental home and the landlord still has not arranged repairs after repeated requests. - Simon asks to keep a dog in his rental home and believes the landlord has refused for a reason that is not allowed under the WA renting rules. - Lina asks to install a simple safety modification in her rental home, but the property manager refuses without giving a proper reason. - A tenant and landlord disagree about how the bond should be released at the end of the tenancy, and the dispute cannot be resolved directly. - Amira receives a rent increase notice and believes it does not follow the required process under WA renting rules.
Buying, selling and managing a home / property industry conduct <i>Real Estate and Business Agents Act 1978 (WA); Settlement Agents Act 1981 (WA); Australian Consumer Law (WA)</i>	You should make a complaint if your issue is about buying, selling, valuing, settling or managing residential property in WA and concerns the conduct of a real estate agent, sales representative, property manager, settlement agent, land valuer or other property-industry operator regulated by Consumer Protection. <i>Examples:</i> - Beth buys a house after the selling agent says it can be used for mixed residential and retail purposes, but later learns that statement was wrong. - Arun buys a home and later discovers there were important material facts about the property that the selling agent did not disclose and that would have affected his decision to buy. - Zoe is charged settlement fees she believes are not allowed and cannot get a proper explanation or resolution from the settlement agent.

Consumer Protection deals with these types of complaints:	
Sub-category	Example
	• <i>A property owner says the managing agent has not properly accounted for rent payments and maintenance invoices.</i> • <i>Noah pays for a land valuation and believes the valuer has acted dishonestly or outside the standards expected of a licensed land valuer.</i>
Retirement village complaints <i>Retirement Villages Act 1992 (WA)</i>	You should make a complaint if your issue is about rights, obligations, contracts, fees, rules, maintenance, leaving arrangements or dispute handling in a WA retirement village and the village's own process has not resolved the problem. <i>Examples:</i> • <i>Elaine lives in a retirement village and says the operator is not dealing properly with a dispute about village fees and common-area maintenance.</i> • <i>A residents' committee says the operator has not followed the required dispute process after a written notice of dispute was given.</i> • <i>Robert leaves a retirement village and says the operator has charged exit or leaving fees that were not properly explained in the village documents.</i>
Residential park complaints <i>Residential Parks (Long-stay Tenants) Act 2006 (WA)</i>	You should make a complaint if your issue is about a long-stay residential park in WA and concerns rights or obligations under the long-stay agreement, park rules, rent, termination, selling a park home, park management, liaison committees or related dispute handling. <i>Examples:</i> • <i>A long-stay tenant in a residential park says the park operator is enforcing park rules in a way that breaches the agreement and will not resolve the issue.</i> • <i>A resident says the operator has tried to end a long-stay arrangement without following the proper process.</i> • <i>Mei wants to sell her park home, but says the park operator is putting unreasonable barriers in the way of the sale.</i> • <i>A group of residents says the park operator is not properly dealing with rent and park-rule disputes through the park's dispute process.</i>

Consumer Protection deals with these types of complaints:	
Sub-category	Example
Incorporated association compliance and governance complaints <i>Associations Incorporation Act 2015 (WA)</i>	You should make a complaint if an incorporated association in WA appears to be breaching its legal obligations, especially where the issue is about meetings, financial reporting, records, registers, rules, disclosure of committee interests, or serious officer conduct affecting the association's proper functioning. <i>Examples:</i> • <i>Members of a sporting club say the incorporated association has not held its AGM or presented the required financial reports.</i> • <i>A committee member votes on a matter in which they have a material personal interest, but the interest is not disclosed or recorded properly.</i> • <i>Members say the committee is refusing to follow the association's rules for calling meetings and giving members access to key records.</i> • <i>Members produce documents showing serious financial mismanagement by committee members that appears to breach the association's reporting or governance obligations.</i>
Co-operative compliance and governance complaints <i>Co-operatives Act 2009 (WA)</i>	You should make a complaint if a WA co-operative appears to be breaching its legal obligations, especially where the issue is about governance, member rights, records, meetings, reporting, rules, or officer conduct affecting the co-operative's proper functioning. <i>Examples:</i> • <i>Members of a housing co-operative say the board has not held required meetings or given members access to records they are entitled to inspect.</i> • <i>A member says the co-operative is not following its rules when making decisions about membership or voting rights.</i> • <i>Members raise evidence that officers of the co-operative are using co-operative funds for purposes not authorised by the co-operative's rules.</i>
Charitable collections complaints <i>Charitable Collections Act 1946 (WA)</i>	You should make a complaint if a public fundraising or charitable collection in WA appears to be unlicensed, misleading, unauthorised, or not complying with charitable collection requirements. <i>Examples:</i>

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	• A group is collecting donations from the public in WA for a charitable purpose, but there appears to be no charitable collection licence behind the fundraiser. • A person is collecting cash donations in a shopping area while claiming to represent a charity, but the charity says it has not authorised the collection. • A fundraising campaign says all money will go to a named charitable cause, but the organiser gives no clear information about who is licensed to collect the money or how the donations will be used.
Debt collection conduct and unlicensed debt collector complaints <i>Debt Collectors Licensing Act 1964 (WA); Fair Trading Act 2010 (WA)</i>	You should make a complaint if your issue is about the conduct of a debt collector in WA, including harassment, misleading conduct, improper pressure, contacting others inappropriately, misrepresenting legal powers, or acting without a required debt collector licence. <i>Examples:</i> • A debt collector repeatedly contacts Narelle at unreasonable times, threatens her and sends letters designed to look like court documents. • Theo discovers the person demanding payment and carrying out debt-collection work does not appear to hold the required WA debt collector licence. • A debt collector contacts Jordan's employer and family members to pressure Jordan to pay a disputed debt. • A collector tells Asha that police will attend her home if she does not pay immediately, even though the collector has no such power.
Unsafe, recalled or banned product reports <i>Australian Consumer Law product safety regime (WA)</i>	You should make a complaint if a product sold in WA appears unsafe, banned, recalled, non-compliant with a mandatory safety standard, or likely to cause injury, illness or death, and you want Consumer Protection to assess the safety issue. <i>Examples:</i> • A child's toy sold in WA breaks open during normal use and exposes button batteries. • A charger sold by a WA trader overheats, melts and creates a fire risk. • Fatima sees a recalled baby product still being sold by a WA retailer after the recall notice has been published.

Consumer Protection deals with these types of complaints:	
Sub-category	Example
Scam reports and suspected unlicensed trader reports	You should make a complaint if you need to report a scam affecting someone in WA, or you suspect a person or business is operating without a licence that Consumer Protection administers, including in real estate, settlement, land valuation, motor vehicle dealing or repair, employment agency work, or debt collection. <i>Examples:</i> • <i>A fake online seller takes payment for goods that never arrive, then the website disappears and all contact details stop working.</i> • <i>A person offers motor vehicle repair, real estate, settlement, land valuation, employment agency or debt-collection services in WA, but there are signs they do not hold the licence required for that work.</i> • <i>An older homeowner is approached by travelling tradespeople who demand cash up front for driveway work, do poor work, and cannot be contacted afterwards.</i> • <i>A jobseeker pays an employment agent an upfront fee after being promised work, then discovers the person does not appear to be licensed.</i>

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	Consumer Protection has the power to hear complaints under the law of Western Australia.
Geographical Scope	“Consumer Protection generally deals with issues connected to Western Australia. This can include goods or services purchased in or from WA, property or tenancy issues involving WA property, WA motor vehicle or regulated trader issues, and WA-based compliance matters involving associations, co-operatives, charitable collections, debt collection, scams, unsafe products or licensed industries.”
Time Limitations	It is best to complain promptly, because delay can make assessment and resolution harder. Separate court, tribunal or appeal time limits may apply later and are not part of Consumer Protection’s ordinary complaint jurisdiction.
Exclusions	Consumer Protection cannot help with: • complaints about other government agencies,

Jurisdiction	Description
	- disputes already in court, - personal disputes that are not about consumer rights, - issues between two or more traders.
Exercise of discretion	Consumer Protection receives many complaints and prioritises urgent problems and matters involving risk to consumers or the community. Lower-risk complaints may take longer. Investigations are separate from ordinary conciliation and usually focus on compliance, serious breaches and broader public impact.

Step 3: Who can you make a complaint against?

Respondent	Description
Trader, business, seller or supplier	A person, business or company that sold, supplied, hired or arranged goods or services. This may include retailers, online sellers, service providers, tradespeople, suppliers, dealerships and other businesses dealing with consumers.
Repairer or service provider	A business or individual that carried out, quoted for, or agreed to carry out repair, maintenance or servicing work. This may include vehicle repairers, appliance repairers, tradespeople or other service providers.
Motor vehicle dealer or automotive business	A business or person involved in selling, supplying, repairing, servicing or dealing with motor vehicles. This may include car dealerships, used-car sellers, repairers, mechanics, vehicle service centres or other automotive traders.
Landlord / lessor	A person, company or organisation that rents out a home or is legally responsible for the tenancy as the landlord or lessor. This includes private landlords and other rental providers where the issue is about a residential tenancy.
Tenant	A person who rents or occupies a residential rental property under a tenancy arrangement. This category is mainly relevant where the complaint is part of a landlord/tenant rental dispute. It does not generally include disputes only between tenants.
Property agent / property manager	A real estate agent, property manager, strata manager or other property professional involved in renting, managing, selling or dealing with a property. This may include the person or agency managing a rental home, handling inspections, collecting rent, managing repairs or acting for a landlord or seller.
Unlicensed trader or	A person or business that may be operating without a required licence, registration or authority, or that works in a sector Consumer Protection

Respondent	Description
regulated operator	regulates. This may include some real estate, property, motor vehicle, settlement, debt collection or employment agent activities.
Association, charity or co-operative	An incorporated association, charity fundraiser, co-operative or related office holder where the complaint is about conduct covered by Consumer Protection's laws. This may include issues about governance, rules, fundraising, records or obligations under the relevant association, charity or co-operative framework.
Exclusions	Consumer Protection is generally not the right body for complaints about another government department, agency, council, police, prison, public hospital or public authority. Those complaints usually need to go to the agency itself, Ombudsman WA, or another specialist complaint body.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	A person can use Consumer Protection's ordinary complaint process where their issue relates to consumer protection, rental, property, goods, services, automotive or another law Consumer Protection administers. Consumer Protection can help consumers and renters resolve disputes with businesses or landlords fairly. A business may have consumer-law protections in some circumstances, such as where it buys goods or services within Australian Consumer Law thresholds or of a kind ordinarily acquired for domestic, household or personal use. However, issues between two or more traders are generally outside its ordinary complaint process, and business-to-business disputes may be referred to the Small Business Development Corporation. Tenants and landlords can seek information or help from Consumer Protection in rental-home disputes. Conciliation is voluntary, so both sides must agree to take part before Consumer Protection can conciliate.
Pre-requisite steps	Before lodging a complaint, the person should usually try to resolve the issue directly with the trader, landlord, tenant or agent. Consumer Protection's complaint timeline suggests first identifying the problem, checking rights, contacting the trader and, if needed, writing to the trader before lodging a complaint. A person should not be expected to contact the other party first if they feel threatened or unsafe. In that situation, they should contact Consumer Protection or another appropriate support service for guidance.

Eligibility	Description
Can complaints be made on behalf of someone?	Yes. As part of the complaint form, Consumer Protection asks whether you are making this complaint on your own behalf, or on behalf of another person. To ensure the person directly impacted by the issue is informed, Consumer Protection may be required to contact the person which you make the complaint on behalf of to determine the best outcome and resolve the issue.
Exclusions	Consumer Protection generally will not, but may choose to, handle complaints where one party lives outside of Western Australia.

Step 5: What remedies are available at this body?

Power	Description
Information and guidance	Consumer Protection provides advice and information about consumer protection, renting, housing, goods and services, cars, scams, unsafe products, charities, associations, co-operatives and some licensed industries.
Early intervention	Early intervention is an informal process where Consumer Protection writes to the business or trader and asks them to contact the complainant within seven business days to try to resolve the problem directly. If the matter is not resolved, it may move to conciliation.
Conciliation	Conciliation is a voluntary dispute-resolution process. A conciliation officer can work with both sides, explain rights and responsibilities, and help negotiate a fair outcome based on the law. Consumer Protection cannot force either side to participate or agree.
Written agreement after conciliation	In rental matters, if the landlord agrees to conciliation and an agreement is reached, the agreement can be put in writing. Consumer Protection does not itself have authority to order the landlord to take action through ordinary conciliation.
Commissioner determinations in limited rental matters	Separate from ordinary conciliation, the Commissioner has limited decision-making powers for specific residential tenancy matters: rental bond release disputes, pet requests and minor modifications. In those matters, the Commissioner can receive submissions, request information and issue a written decision.
Trader intervention and education	Consumer Protection may use complaint information to identify patterns of concerning conduct and work with a trader or industry to improve compliance and business practices. This is not a guaranteed personal remedy for the complainant.

Power	Description
Investigation and regulatory enforcement	Consumer Protection may investigate serious conduct, such as repeated non-supply, unsafe products, unroadworthy vehicle sales or misuse of trust funds. Investigations can take a long time and may lead to regulatory or court action, but they are not conducted simply to secure an individual remedy for one complainant.
Public warnings, court action and compliance action	The Commissioner can take action against traders for serious breaches with wider community impact, including public naming, investigations and court action. These are public-interest regulatory powers, not ordinary remedies that a complainant can demand.
What Consumer Protection cannot order	Consumer Protection and the Commissioner cannot order a trader to give a refund, repair, replacement or compensation; require a landlord or property manager to extend a rental agreement, reduce rent, or carry out maintenance or renovations; force participation in conciliation; award emotional-distress damages; give legal advice; or act as the person's lawyer or advocate.
Exceptional court action by the Commissioner	The Fair Trading Act 2010 (WA) gives the Commissioner a limited power, in appropriate cases, to institute, defend or assume legal proceedings on behalf of a consumer or business. This should be treated as an exceptional public-interest statutory power, not as an ordinary complaint outcome.

Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	Use the form that matches the issue, such as the retail and automotive complaint form, property-related complaint form, or associations, charities and co-ops complaint form. The online forms are the quickest and easiest way to make a complaint.
Personal details	You are required to include your: • Name; • Address; and • either your email address or phone number. You can also optionally include additional contact information, and demographic information such as Aboriginal or Torres Strait Islander status.

Requirement	Description
Respondent's details	Include as much relevant information about the respondent (i.e. the person you are making the complaint about) as possible. For example, name, address, business name, ABN, and website address.
Relevant facts	The relevant facts will depend on the nature of the problem. Try to include as much of the following information as you can: date; information about relevant product/services; nature of the problem; steps already taken to try to resolve the problem; the desired outcome. If you have any supporting documentation, you should include it. You are also requested to include details about steps you have taken to solve the problem, including any contact with the respondent. If the matter is a rental bond, pet or minor-modification determination, include the specific evidence relevant to that decision. For bond disputes, this may include the lease, property condition reports, photographs, invoices and evidence supporting each claim against the bond.
What NOT to include	Do not include false or misleading statements.
Additional information you need to know	The services provided by Consumer Protection are free. You do not need to get legal advice before making a complaint.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	You can lodge a complaint with Consumer Protection using the relevant form or contact details below: • Online: by accessing the online form here for consumer complaints, or here for property complaints. • Email: by emailing consumer@lgirs.wa.gov.au • Phone: 1300 30 40 54
Receipt	Once you submit a complaint online, you will receive an automatic email with a reference number. Whilst there is no set timeframe for Consumer Protection to acknowledge receipt of your complaint, it will generally be provided following lodgement of your complaint.

Step	Description
Assessment/ investigation	Consumer Protection will assess your complaint. Depending on the issue, it may move to early intervention, conciliation, investigation, referral to another body, or no further action. Consumer Protection may ask you to provide documents such as: • emails or text messages with the business; • quotes invoices or receipts; • contracts, rental agreements, terms and conditions; or • copies of independent reports. Consumer Protection may also choose not to investigate your complaint at their discretion.
Next step(s)	After Consumer Protection has assessed your complaint, they will send you an email setting out next steps. This might include referral to another agency, or moving your complaint from the investigation stage to another stage (such as early intervention or conciliation).
Timeframes	Consumer Protection's current timeframe guidance says urgent consumer complaints usually take about 2–3 weeks and general consumer complaints up to 5 months; urgent tenancy complaints about 1 week and general tenancy complaints up to 3 months; urgent motor vehicle complaints about 2–3 weeks and general motor vehicle complaints up to 4 months; and other complaints are assessed case by case. Investigations may take considerably longer.
Additional information you need to know	You should keep a copy of the complaint made and any documents sent in support of the complaint.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Take the matter to court	If you are not happy with the outcome of the complaint, you can choose to take the matter to court (such as the Magistrates Court). Taking your matter to court may be expensive or time consuming, but this will depend on the nature of the complaint. Consumer Protection provides resources for escalating matters to court here. Magistrates Court The Magistrates Court of Western Australia handles consumer and trader disputes involving claims up to \$75,000, with a minor case division for

Avenue	Description
	claims up to \$10,000. These disputes typically arise from the sale, supply, or hire of goods or services. A consumer or trader can initiate a consumer/trader claim in the Magistrates Court, which can be either a general procedure claim or a minor case claim. Claims under \$10,000 can be filed in the minor case division. Claims exceeding \$10,000 but within the overall \$75,000 limit are handled under general procedure. For claims exceeding \$75,000, the District Court (for claims between \$75,000 and \$750,000) or the Supreme Court (for claims exceeding \$750,000) would be the appropriate venue. Other courts For claims exceeding \$75,000, the District Court (for claims between \$75,000 and \$750,000) or the Supreme Court (for claims exceeding \$750,000) would be the appropriate venue. While Consumer Protection WA handles complaints and disputes related to goods and services, the District Court or the Supreme Court can become involved when those disputes involve significant financial claims, especially for personal injury or breach of contract.
State Administrative Tribunal	SAT is a separate tribunal pathway for some matters connected with laws Consumer Protection administers, including residential parks, retirement villages, strata, commercial tenancy and some regulated/licensed-sector matters. SAT is not Consumer Protection's own complaint review process.
Residential parks and SAT	For residential parks matters, if conciliation does not resolve the complaint, the matter may need to be settled by SAT, because Consumer Protection cannot make orders or determinations requiring a tenant or park operator to do something.
Ombudsman WA	If you are not happy with the response to your complaint, or you do not receive a response you may raise your complaint with Ombudsman WA. Contact Ombudsman WA on (08) 9220 7555 or 1800 117 000 (from landlines) or write to: Ombudsman Western Australia, PO Box Z5386 St Georges Terrace PERTH WA 6831. The remit of Ombudsman WA is limited to matters of administration. Ombudsman WA cannot change the outcome of the matter.
Legal advice and support	If the person is considering court, tribunal or appeal action, they may need legal advice because time limits, forms, evidence rules and costs can apply. You may be referred to Legal Aid WA and Citizens Advice Bureau as possible sources of help.

Step 9: Other bodies that handle consumer or housing related complaints

Complaint body	Description
Australian Competition and Consumer Commission (ACCC)	The ACCC is a federal regulator for competition, consumer, fair trading and product safety issues. It accepts reports from consumers and small businesses about concerning business conduct, unsafe products, scams and cartel conduct. The ACCC uses reports to identify broader market problems and may take compliance or enforcement action. It does not resolve individual complaints, provide legal advice, or conciliate individual disputes. Phone: 1300 302 502 (Monday to Friday, 11am – 3pm AEST/AEDT) TIS: 1300 302 502 Online Enquiry: https://www.accc.gov.au/about-us/contact-us-or-report-an-issue/make-an-enquiry Report a Consumer Issue: https://www.accc.gov.au/about-us/contact-us-or-report-an-issue/report-a-consumer-issue
Western Australian Equal Opportunity Commission (EOC)	The EOC is a state body which handles complaints about discrimination in various areas such as employment, education and services. EOC protects and promotes equal opportunity to provide education and resources to help individuals and organisations understand their rights and responsibilities. If a complaint involves administrative actions or decisions by public authorities that may also constitute discrimination, EOC can refer the matter to the Ombudsman with the complainant's consent. Website: https://www.wa.gov.au/organisation/equal-opportunity-commission Phone: 08 9216 3900 or 1800 198 149 Access the complaints form here.
Australian Human Rights Commission (AHRC)	The AHRC can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of your sex, disability, race, age or sexual preference, the AHRC may be able to help. There are also State Government discrimination complaint bodies who may also be able to assist.
Office of the Western Australian Information Commissioner (OIC)	The OIC manages complaints about the handling of personal information by Western Australian public sector agencies and oversees freedom of information (FOI) requests. OIC provides independent advice on information privacy, data protection, and FOI, ensuring public sector compliance with relevant laws.

Complaint body	Description
	If a complaint involves broader administrative issues beyond privacy concerns, OIC can refer the matter to the Ombudsman. Website: https://www.oic.wa.gov.au/en-au/ Phone: (08) 6551-7888 or 1800 621 244 Access the complaints form here.
Office of the Australian Information Commissioner	The Office of the Australian Information Commissioner (OAIC) can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions that are made by Australian Government agencies and ministers.
Corruption and Crime Commission (CCC)	The CCC is Western Australia's leading anti-corruption body. It works to improve the integrity of the Western Australian public sector and helps public sector agencies to minimise and manage serious misconduct, and assists WA Police to reduce the incidence of organised crime. Website: https://www.ccc.wa.gov.au/ Phone: 1800 803 186 (toll free) Access the complaint form here.
National Anti-Corruption Commission	The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector.
Ombudsman WA	The Western Australian Ombudsman is an officer of parliament, who is independent and who has the power to investigate complaints made against a Western Australian State Government agency (for example, the Department of Energy, Mines, Industry Regulation and Safety). The Ombudsman WA tries to resolve complaints about the decision making of public authorities and tries to improve the standard of public administration. The Ombudsman's services are free and available to everyone. You can complain about any decision, action or inaction by Consumer Protection, but only if the complaint is related to a matter of administration such as decision-making practices and the matter affects you personally. The Ombudsman cannot investigate complaints more than 12 months old or complaints that can be taken to court or a tribunal. Phone: (08) 9220 7555 or 1800 117 000 (from landlines) Visit: https://www.ombudsman.wa.gov.au/ Access the complaint form here.

Complaint body	Description
WA Small Business Commissioner	The WA Small Business Commissioner provides information, dispute resolution and advocacy services to help small businesses manage their affairs and inform decision making. If you are a small business, the WA Small Business Commissioner may be able to provide you with assistance to resolve business to business disputes, and to investigate complaints about unfair practices which impact small businesses. It is free to reach out to the WA Small Business Commissioner. Phone: 13 31 40 Website: https://www.smallbusiness.wa.gov.au/about/commissioner Report Unfair Practices: https://www.smallbusiness.wa.gov.au/report
Small Business Development Corporation (SBDC)	The SBDC operates a mediation service to resolve business-to-business, retail lease and business-to-government disputes where at least one party is a small business. Website: smallbusiness.wa.gov.au Phone: 13 31 40 Email: info@smallbusiness.wa.gov.au
Western Australian Industrial Relations Commission (WAIRC)	The WAIRC resolves disputes about industrial matters, including any matter relating to the work, privileges, rights or duties of employers or employees in industry, Website: https://www.wairc.wa.gov.au/ Phone: 1800 624 263 Find out more about the types of matters WAIRC can handle here.
Fair Work Commission	The Fair Work Commission handles complaints about bullying and harassment claims and unfair dismissal claims. There are also State Government discrimination complaint bodies who may also be able to assist.
State Administrative Tribunal (SAT)	The SAT resolves various legal disputes and can make binding determinations. SAT deals with matters such as residential tenancies, planning and environment, civil claims and human rights. It provides a less formal and more accessible alternatives to court.

Complaint body	Description
Public Sector Commission	The Public Sector Commission's job is to develop a future fit public service for the people of Western Australia by strengthening the efficiency, effectiveness and capability of the public sector to meet existing and emerging needs; and deliver high quality services. Website: https://www.wa.gov.au/organisation/public-sector-commission Phone: 61 8 6552 8500
Magistrates Court	The Magistrates Court of Western Australia handles consumer and trader disputes involving claims up to \$75,000, with a minor case division for claims up to \$10,000. These disputes typically arise from the sale, supply, or hire of goods or services. A consumer or trader can initiate a consumer/trader claim in the Magistrates Court, which can be either a general procedure claim or a minor case claim. Claims under \$10,000 can be filed in the minor case division. Claims exceeding \$10,000 but within the overall \$75,000 limit are handled under general procedure. For claims exceeding \$75,000, the District Court (for claims between \$75,000 and \$750,000) or the Supreme Court (for claims exceeding \$750,000) would be the appropriate venue. Website: https://www.consumerprotection.wa.gov.au/magistrates-court
Other courts	For claims exceeding \$75,000, the District Court (for claims between \$75,000 and \$750,000) or the Supreme Court (for claims exceeding \$750,000) would be the appropriate venue. While Consumer Protection WA handles complaints and disputes related to goods and services, the District Court or the Supreme Court can become involved when those disputes involve significant financial claims, especially for personal injury or breach of contract.

Need help preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
Consumer Protection	Website: https://www.consumerprotection.wa.gov.au/ Phone: 1300 30 40 54 from within WA	Consumer Protection can provide direct assistance to help you with your complaint.
Translating and Interpreter Service	Website: www.tisnational.gov.au Phone: 131 450	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.
Circle Green	Website: https://circlegreen.org.au/ Tenancy Assistance Form: https://circlegreen.org.au/get-help-tenancy/ Phone: (08) 6148 3636	Community legal centre which provides support in relation to tenancy disputes.
Advocacy WA	Website: https://www.advocacywa.org.au/our-services/tenancy-issues Phone: (08) 9721 6444	Offers assistance to individuals with disabilities (including with regards to tenancy issues).
Western Australia Consumer Advocacy Network	Website: https://cclswa.org.au/wa-consumer-advocacy-network-wacan/ Phone: 9221 7066	Consumer advocacy group and point of contact for consumer issues including consumer credit.
Aboriginal Legal Service of Western Australia	Website: https://www.als.org.au/ Phone: 1800 019 900	Provides legal representation and support services for Aboriginal and Torres Strait Islander Peoples in Western Australia
Community Legal WA	Website: https://communitylegalwa.org.au/	Community Legal WA provides a full list of

Organisation	Contact Details	How they can help
		community legal centres in Western Australia on their website.
Citizens Advice Bureau	Website: https://cabwa.com.au/ Phone: 9221 5711 Email: cab@cabwa.com.au	Provides low-cost legal advice service on a wide range of issues and prepare various simple legal documents.
Law Access	Website: https://lawaccess.org.au/ Phone: 6488 8725 Email: lawaccess@lawaccess.net.au	Law Access operates a pro bono referral scheme that helps vulnerable Western Australians access free or low-cost legal assistance.

Self-help tools and additional resources

Resource	How this helps
How to make a complaint	Guidance on how to make a complaint
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.