

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.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

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 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.

Department of Housing and Works

In this fact sheet, we introduce the Department of Housing and Works. We outline how complaints, reports, appeals and feedback can be made by people affected by Department services, public housing issues, registered community housing provider compliance issues, public works/procurement issues, and subcontractor payment issues.

The Department of Housing and Works is a Western Australian Government department. It handles public housing services, housing decision appeals, reports about disruptive behaviour at public housing properties, public works and procurement feedback, and some subcontractor non-payment complaints on Department-managed projects. It can also deal with complaints about registered community housing provider compliance through the Community Housing Registration Office. It is not the right pathway for private rental complaints, ordinary private neighbour disputes, private building disputes, or urgent police matters.

Legislation and Key Terms

Relevant Legislation:

- [Housing Act 1980 \(WA\)](#)
- [Residential Tenancies Act 1987 \(WA\)](#)

Key terms:

Bond assistance: Financial help that may be available to eligible people to pay a rental bond. Some Department decisions about bond assistance can be appealed through the housing appeals process.

Community Housing Registration Office (CHRO): The office that deals with complaints about whether a registered community housing provider is complying with the Community Housing Regulatory Framework and National Regulatory Code. It does not resolve ordinary individual tenancy disputes.

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

Complainant: A person who has made a complaint, report, appeal, feedback submission or payment complaint.

Disruptive behaviour: Ongoing or unreasonable behaviour at or near a public housing property that affects neighbours or nearby residents. This may include excessive noise, threats, intimidation, offensive behaviour, assault, trespass or repeated disturbance.

Housing and Works can only take action if the behaviour breaches public housing tenancy obligations.

Head contractor: The main contractor engaged on a Housing and Works-managed project. A subcontractor non-payment complaint may involve a head contractor who has not paid a subcontractor on time.

Housing appeal: A request for Housing and Works to review an eligible housing decision. This can include decisions about rental housing, priority assistance or transfer applications, bond assistance, and tenant liability charges.

Housing and Works: The Department of Housing and Works.

Public housing: Rental housing provided by Housing and Works to eligible people in Western Australia.

Registered community housing provider: A community housing provider registered under the Community Housing Regulatory Framework. Complaints to the Community Housing Registration Office must concern provider compliance with that framework.

Subcontractor: A business or worker engaged by a head contractor to perform part of the work on a Housing and Works-managed project.

Tenant liability charge: A charge made to a public housing tenant for loss, damage or another liability assessed by Housing and Works. Some tenant liability charge decisions can be appealed.

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

The Department of Housing and Works can receive several different types of complaints, reports, appeals and feedback. This includes:	
Sub-category	Example
General complaints or feedback about Department services, products, staff or complaint handling	You may make a complaint or give feedback if your issue is about a Department of Housing and Works service, product, staff member, the handling of a complaint, or another aspect of the Department's services. Anyone may make this kind of complaint. This is for general Department service issues. If the issue is specifically about a public housing product or service, refer to the public housing row below. <i>Examples:</i> • <i>Ben lodged a complaint with Housing and Works but says the Department did not acknowledge it or explain what would happen next.</i> • <i>Asha contacted Housing and Works about her housing application and says the staff member gave inconsistent information about what documents were needed.</i> • <i>Joseph contacted Housing and Works about a Department service request and says the response did not address the issue he raised.</i>
Public housing product or service complaints	You may make a complaint or give feedback if your issue is about a public housing product or service managed by Housing and Works. The Department has a specific feedback and complaint pathway for public housing products or services. This may include problems with public housing service delivery, maintenance handling, rent or account communication, tenant service issues, or how a public housing complaint was handled. Housing and Works provides public housing to eligible households across Western Australia and manages related services such as housing applications, rent assessment, maintenance requests and tenant information. This is not the right pathway for a private rental matter. Private rental complaints should generally go to Consumer Protection. <i>Examples:</i> • <i>Mara is a public housing tenant whose urgent repair request about a leaking ceiling was closed even though no repair was completed.</i> • <i>Priya says Housing and Works calculated her public housing rent using information she had already corrected and did not explain the decision clearly.</i> • <i>Noah is a public housing tenant who says Housing and Works keeps sending rent letters to the wrong address even after he updated his contact details.</i>

	<i>Emily says Housing and Works mishandled her public housing application by repeatedly asking for documents she had already provided.</i>
Appeals or reviews of eligible Department housing decisions	You may appeal if you want an eligible Housing and Works decision reviewed. The Department's housing appeals process covers decisions about rental housing, priority assistance, transfer applications, bond assistance and tenant liability charges. Appeals usually need to be lodged within 12 months of the decision. This is if you want a Department decision reconsidered. Some decisions cannot be appealed through this process, including decisions made more than 12 months ago, decisions reached through legal action, decisions made by the Ombudsman or SAT, water consumption charges, and some tenancy-ending or additional-tenant decisions. <i>Examples:</i> <i>Emily applied for priority housing assistance and wants the refusal reviewed because she believes important medical evidence was not considered.</i> <i>Daniel applied for a priority transfer and wants the refusal reviewed because he says the Department misunderstood his safety risk.</i> <i>Priya was charged tenant liability for property damage and wants to challenge the assessment because she says the damage was already there.</i> <i>Omar was refused bond assistance and wants Housing and Works to review the decision.</i>
Reports of disruptive behaviour from a public housing property	You may report disruptive behaviour if the issue is about disruptive behaviour against or from a public housing property. The Department has a specific disruptive behaviour reporting form for complaints against a public housing property. This can include ongoing unreasonable disruption, threats, intimidation, offensive behaviour, assault, trespass, or repeated disturbance linked to a public housing tenancy. Housing and Works may investigate whether the behaviour breaches tenancy obligations. If the issue involves immediate danger, suspected illegal activity, loud music or parties happening at the time, WA Police may be the first pathway. This row should not be used for local council issues, private neighbour disputes, or private rental disputes unless the issue is clearly connected to a public housing property. <i>Examples:</i> <i>Lena lives next to a public housing property where there has been loud fighting and disturbance late at night several times each week.</i> <i>Marcus says a public housing tenant has repeatedly threatened him and other neighbours in the shared driveway.</i>

	<i>Helen lives near a Housing and Works public housing property where rubbish has been left around the property for weeks and the issue is affecting nearby residents.</i> <i>Sam reported suspected illegal activity at a public housing property to WA Police and also wants Housing and Works to assess whether the tenancy has been breached.</i>
Community Housing Registration Office complaints about registered provider compliance	You may contact the Community Housing Registration Office if your complaint is about whether a registered community housing provider has failed to comply with the Community Housing Regulatory Framework or the National Regulatory Code. The CHRO deals with complaints and allegations about a registered provider's compliance with the Framework. This is not for ordinary individual tenancy disputes, rent disputes, minor maintenance disputes, or personality conflicts unless the issue shows systemic non-compliance by the provider. The CHRO has no direct role in mediating or resolving disputes outside the Framework. <i>Examples:</i> <i>A group of tenants say their registered community housing provider has no working complaints process and tenants are repeatedly told there is no appeal option.</i> <i>Nari lives in community housing and says many tenants in the same complex have serious unresolved maintenance issues, suggesting a broader provider practice rather than a one-off repair delay.</i> <i>Sofia says her registered community housing provider refuses to follow its own appeal policy after making decisions that affect several tenants.</i> <i>Ahmed works for a registered community housing provider and has documents suggesting provider funds or assets are being misused in a way that may affect compliance with the Community Housing Regulatory Framework.</i>
Feedback or complaints about Housing and Works public works projects or procurement processes	You may give feedback or make a complaint if your issue is about a Department of Housing and Works works project or procurement process. The Department has a works feedback form for feedback about works projects and procurement processes. This is limited to Housing and Works projects or procurement processes. It should not be used as a catch-all pathway for every WA Government procurement issue, corruption allegation, workplace safety issue, or private contract dispute. <i>Examples:</i> <i>A supplier tendered for a Housing and Works school refurbishment project and says the procurement documents were unclear and did not match the information later given to bidders.</i>

	• A local organisation says a Housing and Works-managed public works project blocked access to its premises without proper notice or a clear contact point. • A contractor says the Department's tender question-and-answer process for a Housing and Works project gave inconsistent information to different bidders.
Subcontractor non-payment complaints on Housing and Works projects	You may lodge a subcontractor complaint if you are working on a Housing and Works-managed housing project and the head contractor has not paid you, or has paid you late. Subcontractors on Housing and Works-managed housing projects should first speak to the head contractor. If that does not resolve the issue, they may lodge a complaint with Housing and Works online. You may also contact Housing and Works if you are a subcontractor on a non-residential project managed by the Department and have not been paid after first speaking with the head contractor. The Department will investigate the claim and report back if a formal complaint is registered. Housing and Works cannot force the head contractor to pay you, cannot make direct payment to you, and cannot legally intervene in contractual or monetary disputes between a head contractor and subcontractor. <i>Examples:</i> • Lina's electrical business completed work on a Housing and Works-managed housing project, but the head contractor has not paid the invoice and has not explained why. • Peter completed painting work on a Housing and Works non-residential project and says the head contractor is months late paying for work that has been accepted as complete. • Nabeel supplied materials for a Housing and Works housing project and says the head contractor keeps delaying payment even though there is no genuine dispute about delivery or quality.

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

Jurisdiction	Description
State	This body has powers to hear complaints under the law of Western Australia.
Geographical Scope	The Department of Housing and Works is a Western Australian Government department. Its relevant complaint-like pathways operate in Western Australia and relate to Department housing, public works, procurement and related service functions.
Disruptive behaviour limits & exclusions	Housing and Works can only investigate and take action against public housing tenants if the behaviour breaches the tenancy agreement or the <i>Residential Tenancies Act 1987</i> . It cannot investigate ordinary personal disputes, normal daily-life noise, barking dogs, incidents away

	from the tenant's property, or behaviour not linked to a public housing tenancy.
Housing appeals time limit	A housing appeal must usually be lodged within 12 months of the decision being made by Housing and Works.
Housing appeals limits & exclusions	Some decisions cannot be appealed through the housing appeals process. These include decisions made more than 12 months ago, decisions reached through legal action, Ombudsman decisions, State Administrative Tribunal decisions, water consumption charges, and some decisions about ending or changing a tenancy.
Limits on outcomes	The Department does not guarantee a specific remedy. It may respond, review, investigate, refer, require information, or take proportionate action depending on the pathway. For subcontractor non-payment, it cannot force a head contractor to pay, directly pay a subcontractor, or intervene in contractual or monetary disputes.

Step 3: Who can you make a complaint against?

Respondent type	Description
Department of Housing and Works	The Department itself may be the respondent if the issue is about a Department service, product, staff member, complaint handling, public housing service, public works project, or procurement process.
Department staff or service areas	This includes Housing and Works staff, Housing office staff, the Complaints Management Unit, project staff, procurement staff, or another Department area involved in the service, decision, communication or conduct.
Housing Authority operating within the Department	The Housing Authority operates within the Department of Housing and Works. It is relevant where the issue is about public housing services or an eligible housing decision made by Housing and Works.
Public housing tenants or public housing properties	This respondent category applies to disruptive behaviour reports. The conduct must be connected to a public housing property managed by Housing and Works and must be capable of being investigated as a possible tenancy breach.
Registered community housing providers	These are community housing providers registered under the Community Housing Regulatory Framework. They are relevant where the issue is about provider compliance with the Framework or National Regulatory Code.
Head contractors on Housing and Works-managed projects	These are head contractors on Housing and Works-managed housing or non-residential projects. They are relevant where a subcontractor says the head contractor has not paid them or has paid them late.
Housing and Works works or	This covers Department-managed works projects and procurement processes. The respondent is the Department process or project, not

procurement processes	a private building project or unrelated government procurement process.
Exclusions	This pathway is not for complaints against private landlords, private real estate agents, private tenants, private neighbours, private builders, head contractors on non-Department projects, or community housing providers that are not within the relevant registration framework.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone may make a complaint or give feedback about a Department service, product, staff member, complaint handling, or another aspect of the Department's services. A person affected by a public housing service, Department decision, disruptive behaviour at a public housing property, registered community housing provider compliance issue, works/procurement issue, or subcontractor non-payment issue may use the relevant pathway.
Pre-requisite steps	Some pathways have first steps. - For community housing provider issues, tenants should generally complain to the provider first unless the matter is serious or sensitive. - For subcontractor non-payment, the subcontractor should first speak to the head contractor. - For suspected illegal activity at a public housing property, WA Police must be contacted first before reporting to Housing and Works.
Can complaints be made on behalf of someone?	Yes, in some situations. If someone is acting for a Housing and Works client, authority or consent may be needed before the Department can share client information. For community housing issues, an authorised person may raise a complaint for a tenant.
Anonymous or confidential complaints	Anonymous disruptive behaviour reports may be made, but anonymity may make it harder for Housing and Works to act or tell the person the outcome. Community housing regulatory complaints may also be limited if the complainant does not provide enough information or evidence.
Exclusions	You generally should not use this pathway for private rental complaints, ordinary private neighbour disputes, private building defects, private contract disputes, or community housing disputes that are only

	individual tenancy issues and do not raise registered provider compliance concerns.
Additional information you need to know	If the issue is urgent or involves immediate danger, call 000. If the issue involves suspected illegal activity at a public housing property, contact WA Police on 131 444 before reporting to Housing and Works.

Step 5: What remedies are available at this body?

Power	Description
Housing decision review — Tier 1	Tier 1 is an internal review by a senior Housing and Works officer who was not involved in the original decision. The review considers whether relevant facts were considered, whether the decision was reasonable, whether there was enough evidence, and whether the original decision should be overturned.
Housing decision review — Tier 2	Tier 2 is an appeal hearing by the Regional Appeals Committee. It is available if your appeal is unsuccessful at Tier 1. You may attend the hearing and may bring a friend, family member, advocate or support person.
Tenancy action for disruptive behaviour	If the conduct breaches tenancy obligations, Housing and Works may take proportionate tenancy action. It cannot evict a tenant without a court order; eviction is a Magistrates Court decision.
Support referrals	For disruptive behaviour matters, Housing and Works may make support referrals to help public housing tenants meet their tenancy obligations and sustain their tenancy.
Community housing regulatory action	If a registered provider compliance issue is identified, CHRO may respond through regulatory tools such as guidance, recommendations, scheduled compliance review, compliance assessment, or other proportionate regulatory action. The exact outcome depends on the issue and evidence.
Contact with head contractor	For housing subcontractor non-payment complaints, Housing and Works may contact the head contractor and advise them of the complaint.
Statutory declaration request	Housing and Works may require the head contractor to provide a statutory declaration confirming that subcontractors have been paid in full for satisfactorily completed work.
Withholding payment to head contractor	Housing and Works may withhold payment to the head contractor until the statutory declaration has been received.
Referral to WA Police	If Housing and Works reasonably believes a statutory declaration may have been falsely made, the matter will be referred to WA Police for investigation. Suspected illegal activity at a public housing property should also be reported to police first.

Non-residential subcontractor claim investigation	For non-residential Department-managed projects, Housing and Works will investigate the claim and report back if the subcontractor registers a formal complaint.
No direct payment or forced payment	Housing and Works cannot force a head contractor to pay, cannot directly pay the subcontractor, and cannot legally intervene in contractual or monetary disputes between a head contractor and subcontractor.
No guaranteed individual remedy	The Department does not guarantee compensation, direct payment, eviction, prosecution, a contract outcome, or a changed housing decision. Outcomes depend on the pathway, evidence, legal limits and Department discretion.

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

Requirement	Description
Format	Use the correct form or pathway for the issue. For example, public housing complaints, disruptive behaviour reports, works/procurement feedback and subcontractor complaints each have separate lodgement routes. Housing appeals must use the Housing Appeals Mechanism Request Form.
Personal Details	Include your name and contact details if you want the Department or CHRO to contact you. If you make an anonymous disruptive behaviour report, the Department may have less ability to update you or act on the report.
Respondent's Details	Include the relevant Department service area, staff member, property address, public housing property, community housing provider, project name, procurement process, head contractor, or other person or organisation involved.
Relevant Facts	Explain what happened, when it happened, where it happened, who was involved, what decision or service is being challenged, what you have already done, and what outcome you want. Include useful documents such as the decision letter, complaint reference, emails, photos, repair records, maintenance requests, medical reports, support letters, invoices, payment claims, contract correspondence, or witness statements. Housing and Works recommends relevant information such as medical reports and support letters for appeals, and non-residential subcontractor claims require supporting documents such as invoices, correspondence and claims. Say clearly if there is a safety risk, urgency, or suspected illegal activity. Suspected illegal activity at a public housing property must be reported to WA Police before reporting it to Housing and Works.

Authority or consent	If someone is helping you or acting on your behalf, include authority or consent where needed. This is important if the Department needs to discuss personal housing information with an advocate or support person.
What NOT to include	Do not include unrelated private rental issues, private building disputes, ordinary personal disputes, or subcontractor debt recovery issues where the Department is not involved. Do not use a Department complaint as a substitute for urgent safety help, legal advice, court action, adjudication or debt recovery.
Additional information you need to know	Say if you need an interpreter, relay service, phone support, written communication, or another communication adjustment. The Department provides information about TIS National and the National Relay Service on its complaints page.

Step 7: Lodging your complaint and next steps.

Step	Description
Public housing complaint or feedback	Online: Lodge a public housing product or service complaint using the online Lodge a complaint or feedback form. Phone: You can call 1800 333 325 / 1800 FEEDBK if you prefer to discuss the complaint. The Complaints Management Unit will acknowledge an online complaint within two working days.
Disruptive behaviour report	Online: Report disruptive behaviour at a public housing property using the online Report Disruptive Behaviour form Phone: You can call 1300 597 076 In person: in person at your local Housing office.
Immediate danger or suspected illegal activity	If there is immediate danger, call 000 . For suspected illegal activity at a public housing property, or loud music or parties happening at the time, contact WA Police on 131 444 before reporting to Housing and Works.
Housing appeal	Lodge a written appeal using the Housing Appeals Mechanism Request Form sent with the original decision. The form is also available from your local Housing office. Appeals must usually be lodged within 12 months of the decision.
After lodging a housing appeal	Tier 1 is reviewed by a senior Housing and Works officer who was not involved in the original decision. If the appeal is unsuccessful, it moves to Tier 2 and is reviewed by the Regional Appeals Committee. You may be asked for extra information.
Tier 2 appeal hearing	You will be invited to attend a Regional Appeals Committee hearing. You can bring a friend, family member, advocate or support person.

	Hearings are held at a local Housing office, and you may ask for a telephone conference if you cannot attend in person.
Community Housing Registration Office complaint	For a registered community housing provider compliance complaint, tenants should generally complain to the provider first. If the issue remains unresolved, or is serious or sensitive, contact CHRO by email at registrar@dohw.wa.gov.au .
After lodging a CHRO complaint	CHRO will consider whether the issue is within scope, how serious it is, whether CHRO involvement is needed, and whether another body is more appropriate. CHRO will generally try to advise the complainant of the outcome of those considerations or any investigation within 30 days, or earlier if urgent.
Works or procurement feedback	Lodge feedback about a Housing and Works works project or procurement process using the online Works Feedback Form . If you cannot access the form, email CustomerAdvocacy@dohw.wa.gov.au . The Department will acknowledge the feedback or complaint within two working days.
Housing subcontractor complaint	If you are a subcontractor on a Housing and Works-managed housing project, first speak to the head contractor. If the issue is not resolved, lodge the online Subcontractor Complaints form .
Non-residential subcontractor claim	If you are a subcontractor on a Department-managed non-residential project, first speak to the head contractor. If that does not help, contact the project manager, project consultant or Department by phoning +61 8 6551 1888 , emailing IndustryLiaison@dohw.wa.gov.au , using the online subcontractor non-payment form, or writing to Department of Housing and Works, Locked Bag 44, Cloisters Square, Perth WA 6850 .
Interpreter and relay support	For interpreter support, contact TIS National on 131 450 . If you are d/Deaf, hard of hearing or have speech or communication difficulty, contact the National Relay Service through your preferred call channel and provide the Department phone number.
Additional information you need to know	Keep a copy of what you submit and any reference number. Keep decision letters, invoices, photos, emails, medical material, support letters and other supporting documents together.

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

Avenue	Description
After a Tier 2 housing appeal	If you disagree with a Tier 2 appeal outcome, Housing and Works will advise you of the most appropriate agencies to contact. Relevant agencies may include the Magistrates Court, Ombudsman WA, the State Administrative Tribunal, or the Equal Opportunity Commission.

Subcontractor payment dispute	If the issue is a contractual or monetary dispute with a head contractor, Housing and Works cannot force payment or directly resolve the dispute. Other options may include legal advice, Building and Energy where relevant, Small Business Development Corporation, contract dispute resolution, security of payment adjudication, or court action.
Ombudsman Western Australia	If you are unhappy with the Department's complaints process outcome, or want to complain outside the Department, you can contact Ombudsman Western Australia on (08) 9220 7555 or 1800 117 000.
Additional information you need to know	Legal advice should be considered where the issue involves tenancy termination, court action, subcontractor debt recovery, adjudication, suspected criminal conduct, discrimination, strict time limits, or another rights-affecting pathway.

Step 9: Other bodies that handle complaints about housing, government service, procurement or related complaints

Complaint body	Description
Australian Human Rights Commission	The Australian Human Rights Commission 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 a housing or Department-related issue involves discrimination, harassment or unfair treatment because of a protected attribute, the AHRC may be relevant. There are also State Government discrimination complaint bodies that may be able to assist.
Office of the Australian Information Commissioner	The Office of the Australian Information Commissioner 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 made by Australian Government agencies and ministers. State information access or privacy bodies may also be relevant for WA public sector matters.
National Anti-Corruption Commission	The National Anti-Corruption Commission handles complaints about serious or systemic corruption in the Australian Government public sector. It will not usually be the right body for complaints about WA Government departments. State corruption bodies may be relevant for WA public sector corruption concerns.
Ombudsman Western Australia	Ombudsman Western Australia can handle complaints about WA public authorities, including complaints where a person is dissatisfied after complaining to the public authority first. The Department of Housing and Works directs people to Ombudsman WA if they are dissatisfied with the outcome of the Department's complaints process or want to take their complaint outside the Department.

Consumer Protection WA	Consumer Protection WA is usually the better pathway for private rental problems, including disputes between private tenants, landlords and property managers. The Department of Housing and Works directs private rental matters to Consumer Protection.
Equal Opportunity Commission WA	The Equal Opportunity Commission WA handles complaints about discrimination and harassment covered by the Equal Opportunity Act 1984 (WA). It may be relevant if a housing or Department-related issue involves discrimination because of race, disability, sex, age, family responsibility, religious conviction, political conviction or another protected attribute.
WA Police	WA Police should be contacted first if there is immediate danger, suspected illegal activity, loud music or parties happening at the time, or other conduct requiring police response. Housing and Works may still be relevant later if the issue also involves a public housing tenancy breach.
Building and Energy	Building and Energy may be relevant for building service complaints, construction disputes, and some subcontractor payment or building work issues that are outside Housing and Works' limited subcontractor complaint role. Housing and Works cannot force a head contractor to pay or resolve contractual monetary disputes.
Small Business Development Corporation WA	The Small Business Development Corporation may assist small businesses with business disputes, including some subcontractor or payment disputes. This may be relevant where the issue is a commercial dispute with a head contractor rather than something Housing and Works can resolve directly.
State Administrative Tribunal	The State Administrative Tribunal may be relevant after some housing appeal outcomes or for separate review pathways. After a Tier 2 housing appeal, relevant agencies may include the Magistrates Court, Ombudsman WA, SAT or the Equal Opportunity Commission, depending on the issue.
Magistrates Court of Western Australia	The Magistrates Court may be relevant for some tenancy, debt recovery, contractual, eviction or payment disputes. Housing and Works cannot evict a public housing tenant without a court order, and it cannot force payment in subcontractor disputes.

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
Ombudsman Western Australia	Telephone: (08) 9220 7555. Country free call: 1800 117 000. Email: mail@ombudsman.wa.gov.au Postal address: PO Box Z5386, St Georges Terrace, Perth WA 6831.	Can take complaints about WA public authorities where the person is not satisfied after complaining to the authority first. Its services are free and available to everyone.
Consumer Protection WA	Telephone: 1300 30 40 54. Email: consumer@lgirs.wa.gov.au	Can assist with private rental issues, consumer matters, and some rental property disputes. This is usually the better pathway for private rental complaints.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 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.

Self-help tools and additional resources

Resource	How this helps
Department of Housing and Works — Complaints and feedback	Explains how to lodge public housing complaints, disruptive behaviour reports, works/procurement feedback, and how to escalate to Ombudsman WA if dissatisfied.
Community Housing Registration Office — tenant complaint information	Explains that CHRO only investigates registered provider compliance with the Community Housing Regulatory Framework and cannot resolve ordinary individual tenancy matters.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.

Ombudsman Western Australia — how to make a complaint	Explains how to complain to Ombudsman WA after first trying to resolve the matter with the public authority.
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.