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 are 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 (EOC), 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.

Corruption and Crime Commission (CCC) WA

In this fact sheet, we introduce the Corruption and Crime Commission (**CCC**) in Western Australia (**WA**). We outline how complaints can be made to the CCC.

The CCC assesses, investigates and exposes serious misconduct and corruption in the public sector in WA. It also assists the Police in WA to combat and reduce the incidence of organised crime.

Legislation and Key Terms

Relevant Legislation: Below are links to legislation that is relevant to the work of the CCC.

- Corruption, Crime and Misconduct Act 2003
- Criminal Investigation Act 2006
- Criminal Investigation (Identifying People) Act 2002
- Criminal Organisations Control Act 2012
- Criminal Property Confiscation Act 2000
- Misuse of Drugs Act 1981

Key terms: Below are the key terms that appear throughout this factsheet and their meaning.

Complaint: means a report or allegation made regarding suspected Misconduct by a Public Officer.

Complainant: means a person who has made a complaint or report.

Corruption: means a deliberate intent for an improper purpose and motivation and may involve Misconduct such as the deliberate failure to perform the functions of office properly, exercise of a power or duty for an improper purpose or dishonesty.

Minor Misconduct: occurs when a public officer engages in conduct that adversely affects the honest or impartial performance of the functions of a public authority, involves the performance of functions that is not honest or impartial, involves a breach of trust placed in a public officer, involves the misuse of information, or constitutes a disciplinary offence.

Misconduct: means when a Public Officer abuses authority for personal gain, causes detriment to another person or acts contrary to the public interest. Misconduct can be characterised as a Minor Misconduct or Serious Misconduct.

PSC: means the Public Sector Commission is responsible for Minor Misconduct, public sector prevention and education.

Public Officer: means state government employees, police officers and employees of WA Police, members of government boards or committees, members of parliament, local government elected members and employees, all employees of public universities, employees of government trading enterprises and some volunteers.

Serious Misconduct: occurs when a Public Officer acts corruptly or corruptly fails to act in the course of their duties; corruptly takes advantage of their position for the benefit or detriment of any person, or commits an offence which carries a penalty of 2 or more years imprisonment. Examples of corrupt or criminal conduct include: abuse of public office,

blackmail, bribery (including in relation to an election), deliberate release of confidential information, extortion, offer a secret commission, fraud or theft, forgery, perverting the course of justice, engaging in an offence relating to an electoral donation, loss of revenue and falsification of records.

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

The CCC receives and assesses allegations of potential serious misconduct, and may investigate serious misconduct. The CCC can assist with a range of complaints, including, but not limited to:	
Sub-category	**Example**
Corruption or serious criminal conduct by a WA public officer (other than WA Police) *Corruption, Crime and Misconduct Act 2003 (WA)* ss 4(a)–(c), 18, 24–25	**You should make a report if you suspect a WA public officer other than a WA Police member or staff member has acted corruptly in their public role, has deliberately failed to act for a corrupt purpose, has used their position to obtain a benefit or cause a detriment, or has committed a serious criminal offence while acting, or purporting to act, in an official capacity.** This can include bribery, secret commissions, corrupt favouritism, misuse of public money, misuse of confidential government information, falsifying official records, fraud, stealing, or corrupt interference in licensing, procurement, enforcement or other public decision-making. *Examples:* • *A local government project officer steers contracts to a company linked to a relative or associate, hides the relationship, and receives a personal benefit.* • *A payroll or finance officer at a State agency creates false payments, invoices or reimbursements and diverts public funds into private accounts.* • *A senior public officer deliberately gives confidential tender, licensing or enforcement information to a preferred bidder, associate or other outsider for an improper purpose.* • *A councillor, MP, minister or other public officer accepts money, gifts or another benefit in return for using their public position in a particular way.* • *A licensing, compliance or inspection officer deliberately refuses to take required action, or improperly uses their power, to benefit a business, associate or supporter or to harm someone else.*
Police misuse of powers, oppressive treatment, or serious neglect of duty *Corruption, Crime and Misconduct Act 2003 (WA) ss 3, 4(d), 21A*	**You should make a report if a WA Police member or staff member misused police powers, treated someone oppressively or improperly while carrying out police duties, used force unlawfully or excessively, carried out an unlawful entry, search or arrest, or seriously failed to take required action in a way that amounts to police misconduct or reviewable police action.** *Examples:* • *A person says officers used excessive force during an arrest, restraint, custody incident or welfare response, including after the person was already under control.* • *A person says police entered premises, searched them, strip-searched them or arrested them without lawful basis.*

	• *A person says an officer used a taser, capsicum spray, restraints or other force unreasonably or without proper justification.* • *A victim says police seriously failed to take required action on a report of family violence, sexual violence or another serious matter despite clear grounds to act, or falsely recorded that required steps had been taken.* • *A person says an officer used racist, abusive, humiliating or otherwise seriously unprofessional conduct while exercising police powers.*
Police corruption, information misuse, or other serious integrity breaches *Corruption, Crime and Misconduct Act 2003 (WA)* ss 3, 4(d), 21A	**You should make a report if a WA Police member or staff member used their position, police information, police systems, evidence, or police resources for an improper personal purpose, to benefit someone, to harm someone, or in another way that raises a serious integrity concern.** *Examples:* • *A police officer looks up a former partner, witness, victim or suspect on a police database for personal reasons rather than police business.* • *A police officer shares confidential police information with friends, private investigators, suspected offenders or criminal associates.* • *An officer uses police powers or police resources to settle a personal grudge, protect someone they know, or target someone for an improper reason.* • *An officer accepts a bribe or other benefit connected to their role.* • *An officer falsifies evidence, notebook entries, statements,F incident records, or other police records, or interferes with seized property or exhibits for an improper purpose.*
Suspected unexplained wealth or criminal benefit *Corruption, Crime and Misconduct Act 2003 (WA)* s 21AD*; Criminal Property Confiscation Act 2000 (WA)* ss 144–145	**You should make a report if you have information suggesting a person may have unexplained wealth or may have obtained property, services, advantages or benefits from serious criminal activity, and you want the CCC to assess that information.** This category is not limited to WA public officers. *Examples:* • *A person on an apparently modest lawful income suddenly controls expensive vehicles, property and large amounts of cash with no obvious legitimate source.* • *A person linked to organised criminal activity appears to be making large cash transactions, receiving expensive benefits or services, or acquiring luxury assets that do not match their legitimate earnings.* • *A person appears to be arranging for houses, vehicles, businesses, bank accounts or other benefits to be held in the names of relatives, partners or associates, but the overall wealth still appears well beyond anything lawfully explained.*

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

Jurisdiction	Description
State	The CCC has the power to receive, assess and investigate allegations of potential misconduct by public officers. The CCC also has a broader anti-corruption and Misconduct focus in relation to WA Police. The CCC deals with allegations concerning Serious Misconduct. It does this by: • assessing allegations of Serious Misconduct, including police misconduct, and deciding on the action to take; • investigating Serious Misconduct in the public sector; • monitoring Serious Misconduct investigations undertaken by public sector agencies; and • assisting WA Police to reduce the incidence of, and to prevent, misconduct amongst their members. The CCC works with the PSC who is responsible to deal with Minor Misconduct and public sector prevention and education.
Geographical Scope	The misconduct jurisdiction is tied to Western Australian public officers. This includes police officers and police employees, state government employees, members of government boards or committees, members of Parliament, local government elected members and employees, employees of public universities, employees of government trading enterprises, and some volunteers.
Time Limitations	There is no specific time limit for members of the public to report misconduct or corruption to the CCC. While there is no deadline, it is recommended to submit a report as soon as possible after the incident occurs to ensure evidence is preserved.
Exclusions	The CCC is **not** the body for **minor misconduct** by non-police public officers; that sits with the Public Sector Commission. The CCC also cannot receive allegations about its Commissioner or Deputy Commissioner, and cannot receive or initiate allegations about the Parliamentary Inspector or the Inspector's officers.
Exercise of discretion	The CCC assesses all reports of serious misconduct to determine the appropriate action at their discretion. The CCC generally focuses its resources on the most critical reports, investigating only about 1% of allegations received.

Step 3: Who can you make a complaint against?

Respondent	Description
WA public officers	The ordinary CCC misconduct pathway is aimed at suspected misconduct by WA public officers. Public officers include state government employees, members of government boards or committees, members of Parliament, local government elected members and employees, employees of public universities, employees of government trading enterprises, police officers and police employees, and some volunteers.
Police personnel	For WA Police matters, the CCC can deal with misconduct by members of the Police Force, employees of the Police Department, and, under the Act/public guidance framework, police misconduct also includes reviewable police action.
Former public officers	The CCC can still deal with conduct alleged to have been done by a person who was a public officer at the time of the conduct, even if that person has since ceased to be a public officer.
Judicial officers	The CCC can only receive or initiate an allegation about a holder of judicial office in the limited circumstances set out in s 27(3). This is for rare, serious cases like bribery or conduct so bad the judge should be fired.
Exclusions	The CCC cannot receive allegations about its Commissioner or Deputy Commissioner, and cannot receive or initiate allegations about the Parliamentary Inspector or officers of the Parliamentary Inspector. If your concern is about the CCC or its officers, the separate oversight avenue is the Parliamentary Inspector.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Any member of the public can make a report of corruption or police misconduct to the CCC. You do not have to be the direct victim or personally affected.
Pre-requisite steps	An allegation of Serious Misconduct or corruption should be based on reasonable suspicion. It is an offence to make a malicious or reckless report, or to provide false or misleading information. The report must relate to serious misconduct or corruption by a public officer or public authority. Gather supporting information (such as names of individuals involved, description of the conduct, dates, times and locations, financial records, witnesses).
Can complaints be made on behalf of someone?	A witness, colleague, family member, advocate, union representative, or other third party can report suspected misconduct. This is not limited to direct victims only.

Anonymous reports	You can report anonymously. But anonymity may limit what the CCC can do, because it may not be able to contact you for more information or clarification.
Confidentiality / privacy	The CCC says reports are treated confidentially. But if the matter is referred or otherwise shared with another relevant authority, details about the person making the report and the information in the report may be forwarded to that authority.
Protections for reporters	The Act provides protections for persons who make allegations or give information to the CCC, including the protection identified in s 220. The CCC also says it takes precautions to protect notifiers, including anonymous referral where required, although identification risks can still arise from the nature of the information provided.

Step 5: What remedies are available at this body?

Power	Description
CCC investigation	The CCC may investigate the matter itself, though only the most serious instances of corruption and police misconduct.
Joint action / cooperative investigation	The CCC may investigate or take action in cooperation with an independent agency or appropriate authority.
Referral	The CCC may refer the matter to an independent agency or appropriate authority for action instead of investigating it itself. If the CCC refers a matter for action, it has an oversight role over the relevant authority's handling of the matter.
Review of agency handling	The Act provides for the CCC to review how an appropriate authority has dealt with serious misconduct.
Recommendations	The CCC may make recommendations, including that consideration be given to prosecution, disciplinary action, or other action it considers appropriate. A recommendation is not the same as a court finding of guilt.
Public examinations / reporting	In investigations, the CCC has powers including examinations, and it may prepare reports to Parliament. Public and private examination processes are separate from an ordinary complainant-controlled process.
No action	After assessment, the CCC may decide to take no action. If it does, the informant must be notified in the circumstances provided by the Act, and the CCC's public guidance also says the person or agency making the report is notified.
Exclusions	The CCC's role is **investigative and supervisory**. It can investigate, form opinions, oversee agency handling, and make recommendations, but it **does not itself determine criminal guilt**

Power	Description
	or innocence. Final criminal liability is for courts, and disciplinary outcomes are for the relevant decision-maker.

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

Requirement	Description
Format	Complaints can be lodged using the online form. The CCC's preference is to receive an online notification so information is captured in your words, and can be processed quicker. It also publishes a toll-free allegation line and a postal address for reporting.
Personal Details	Decide whether you want to provide your details or report anonymously. Anonymous reports are allowed, but the CCC may be unable to contact you for more information.
Relevant Facts	The following information should be included: • Clearly describe the conduct you are reporting and why you suspect it may involve corruption or police misconduct. Keep the focus on misconduct, not just general dissatisfaction; • Identify the person or people involved as clearly as you can, including names, positions, and agency or police connection if known; • Give a short, clear account of the events, including dates, times, location, and what happened; • Include any documents, emails, witness details, or other material that supports the report; • If relevant, explain any harm, risk, danger, or ongoing urgency connected to the conduct.
What NOT to include	Do not knowingly provide false information. The CCC's reporting page expressly warns that knowingly making a false report is a criminal offence.
Additional information you need to know	You should avoid making duplicate reports to both the CCC and the PSC about the same issue. If the CCC or the PSC receives a report that should be handled by the other body, they can refer it to each other. Reports of minor misconduct are dealt with by the PSC. For more information about reporting minor misconduct, refer to the PSC website.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	**Online:** Report serious misconduct here **Telephone:** 1800 803 186 **Mail**: PO Box 330, Northbridge Post Shop WA 6865
Next Steps	Once a report is received, it is assessed by the CCC. The CCC says it will usually only contact the reporter if further information is required.
Assessment	The CCC must assess each allegation. In deciding what action, if any, to take, it may consider seriousness, good faith / frivolous or vexatious character, whether the matter has already been investigated, whether further action is justified, and whether further action is in the public interest. It may also consult with other agencies before deciding what to do.
Possible next steps	After assessment, the CCC may investigate itself, act jointly with another body, refer the matter to another authority, or take no action.
If the matter is referred	If the CCC refers the matter, the receiving authority may investigate or otherwise act on it, and the CCC may monitor that handling and, where the Act allows, review it later.
If the CCC takes no action	If the CCC decides to take no action, the Act provides for the informant to be notified in the relevant circumstances, and the CCC's public guidance also says the person or agency making the report is notified.
If the CCC investigates	If the CCC investigates, that does not itself prove wrongdoing. The investigation is part of the CCC's fact-finding and misconduct-handling role.

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

Avenue	Description
No ordinary internal review identified	The Office of the Parliamentary Inspector of the CCC can assess and investigate complaints about the actions and decisions of the CCC. You can make a complaint about the CCC here.
Parliamentary oversight (not an individual appeal)	The Joint Standing Committee on the Corruption and Crime Commission is a parliamentary oversight body. It monitors and reports to Parliament on the functions of the CCC and the Parliamentary Inspector. It is not the ordinary appeal body for an individual reporter who is unhappy with a CCC outcome.
Separate protected disclosure pathway	If you are seeking whistleblower-style protection under the Public Interest Disclosure Act 2003 (WA), that is a separate pathway. The CCC's public guidance says PID protections are not the same as making an ordinary CCC misconduct report.

Step 9: Other bodies that handle serious misconduct, corruption and related complaints

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
WA Police - Police Conduct Investigation Unit (**PCIU**)	The PCIU handles complaints about police misconduct, recording, assessing, allocating, and monitoring complaints or incidents requiring internal investigation. It focuses on corruption prevention, quality internal investigations, and best practice complaint management. You can make a complaint if you are unsatisfied with a service provided by the WA Police Force.
WA Ombudsman	If your complaint is about the decision-making practices or administrative actions involved in the provision of police services, such as the loss of a file, you can also complain to the WA Ombudsman.
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 the issue also involves discrimination, harassment or victimisation covered by WA discrimination law, the EOC may be relevant. Police misconduct, corruption or serious misconduct issues may still need to go to WA Police, the CCC or another appropriate body, depending on the issue. Website: https://www.wa.gov.au/organisation/equal-opportunity-commission Phone: 08 9216 3900 or 1800 198 149 Access the complaints form here.
Office of the Western Australian Information Commissioner (**OIC**)	The OIC oversees information access and privacy-related functions in Western Australia, including responsibilities under WA freedom of information and information privacy laws. It may be relevant if the issue is about access to WA Government documents, review of a WA freedom of information decision, or a WA public sector information-handling issue. Website: https://www.oic.wa.gov.au/en-au/

	Phone: (08) 6551 7888 or 1800 621 244 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.
Office of the Australian Information Commissioner (**OAIC**)	The 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.
National Anti-Corruption Commission (**NACC**)	The NACC handles complaints about serious or systemic corruption in the Australian Government public sector. Access the complaints form here.
Legal advice about court options	If a person has been harmed by police or public officer misconduct and wants compensation, damages, court action or another legal remedy, they should seek legal advice as soon as possible. Strict time limits may apply. Court action and private prosecution are separate legal pathways and are not complaint processes handled by the CCC.

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
CCC	Website: https://www.ccc.wa.gov.au/ Telephone: 1800 803 186 Email: info@ccc.wa.gov.au (general enquiries only - not allegations)	You can contact the CCC directly to assist with your report.
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 Telephone: 1800 555 677 then ask for (08) 9215 4888 Internet relay users connect to the NRS then ask (08) 9215 4888. Speak and Listen users phone 1800 555 727 then ask for (08) 9215 4888.	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
What is corruption?	Information about what corruption is and how to identify it.
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.
Factsheet No. 1 dated January 2020	Information about the CCC
Factsheet No. 2 dated January 2020	Information about the definition of Serious Misconduct
Factsheet No. 3 dated January 2020	Information about reporting Serious Misconduct
Factsheet No. 4 dated January 2020	Information about the definition of Public Officer