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 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 (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.

State Administrative Tribunal

In this fact sheet, we introduce the State Administrative Tribunal ('**SAT**'). We outline how applications, reviews, disputes and conduct complaints can be made to SAT.

SAT is an independent Western Australian tribunal that can review some government and regulatory decisions, decide some statutory disputes, and make orders in areas such as guardianship and administration, planning, strata, building, commercial tenancy, retirement villages, vocational regulation, firearms and security licences, state tax, mental health appeals and other matters where WA legislation gives SAT power. SAT is not a general complaint body. A matter usually needs to fit a SAT application type and be supported by an Act, regulation, planning scheme or by-law before SAT can deal with it.

Legislation and Key Terms

Relevant Legislation:

SAT's jurisdiction comes from the State Administrative Tribunal Act 2004 (WA) and more than 150 other Acts, regulations, planning schemes and by-laws that give SAT power to hear particular types of matters. These are often called enabling legislation.

This includes:

- State Administrative Tribunal Act 2004 (WA): establishes SAT and sets out its general jurisdiction, powers and procedures.
- State Administrative Tribunal Rules 2004 (WA): sets procedural rules for SAT proceedings.
- State Administrative Tribunal Regulations 2004 (WA): includes fee-related rules for SAT matters. SAT's fees page says the Regulations should be checked for specific fee information.
- Guardianship and Administration Act 1990 (WA): gives SAT jurisdiction over many guardianship and administration matters. SAT identifies this as a major part of its human rights jurisdiction.
- Building Services (Complaint Resolution and Administration) Act 2011 (WA): relevant to some building service complaint matters that may later involve SAT after Building and Energy / the Building Commissioner process.
- Other enabling legislation: SAT's powers also come from many other WA laws covering planning, strata, incorporated associations, commercial tenancy, retirement villages, residential parks, state tax, road traffic, transport, vocational regulation, firearms and security licences, children and community services, mental health

appeals, and other statutory matters. SAT says it has power from more than 150 pieces of enabling legislation.

Key terms:

Affected party: A person or organisation affected by a SAT application who may need to be served with the application or given a chance to respond.

Applicant: The person, organisation, government agency or regulator that starts a SAT application.

Application: A formal request asking SAT to review a decision, decide a dispute, make an order, or exercise a power given to SAT by legislation.

Conduct complaint: A complaint about the conduct of a SAT judicial member, non-judicial member or administrative staff member. This is separate from a SAT application and cannot be used to change a SAT decision.

Decision-maker: The person, agency, local government, regulator, board or other body that made the decision being reviewed by SAT.

Directions hearing: A hearing where SAT works out how the matter will proceed, including what information is needed, whether mediation or a compulsory conference should occur, and whether a final hearing is needed.

eCourts Portal: SAT's online system for lodging, viewing and managing documents in SAT matters. SAT describes it as the Tribunal's Electronic Document System.

Enabling legislation: The Act, regulation, planning scheme or by-law that gives SAT power to hear a particular matter. SAT cannot hear a matter unless enabling legislation gives it power.

Final decision: SAT's final decision in a matter. SAT final decisions must be in writing and are accompanied by reasons.

Interim order: A temporary order made while a SAT matter is still underway.

Original jurisdiction: SAT's power to make the primary decision in a matter, rather than reviewing a decision made by someone else. SAT gives guardianship and administration matters as an example of original jurisdiction.

Respondent: A person, corporation, local government body, regulator or other party who responds to a SAT application. SAT says respondents usually have the right to put their views before SAT.

Review jurisdiction: SAT's power to review a decision made by a vocational regulation body, public official, local government official or other statutory decision-maker, where an enabling law gives SAT that power.

Service: The process of giving a copy of a SAT application or document to the other people or organisations affected by the matter. SAT says applicants generally have seven days after applying to serve the application, unless SAT orders otherwise.

Tribunal member: A person appointed to hear and decide SAT matters. SAT has judicial members and non-judicial members.

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

SAT can deal with a matter only where WA legislation gives it power. This means a person usually needs to be applying for a specific SAT order, reviewing a formal decision, responding to a referred matter, or raising a conduct complaint about SAT's own members or staff. Complaint types include:	
Sub-category	**Example**
Guardianship, administration, powers of attorney and treatment-decision applications	**You may apply to SAT to appoint or review a guardian or administrator, or to decide issues about enduring powers of attorney, enduring powers of guardianship, advance health directives, treatment decisions for people under legal incapacity, sterilisation procedures, consent to performance of an abortion procedure for an adult who is unable to make reasonable judgments about the procedure, and certain medical research decisions involving a person who lacks capacity.** *Examples:* • *An adult child says their father can no longer manage his money safely and asks SAT to appoint an administrator.* • *A sister says the current guardian is no longer making suitable accommodation and health decisions for her brother and asks SAT to review the guardianship order.* • *A hospital needs a treatment decision for a patient who cannot legally consent and has no suitable decision-maker available.* • *A guardian seeks SAT's consent for a serious medical procedure that cannot proceed without tribunal approval.*
Planning, development, heritage, valuation and land compensation reviews	**You may apply to SAT where a WA law allows review of a planning, subdivision, development, heritage, valuation or land-related decision.** SAT generally deals with review or appeal-type matters after a decision has been made by a local government, planning authority or other statutory decision-maker. Town planning, building approvals and other local government approvals start with the relevant local government, and SAT deals with appeals arising from those decisions. *Examples:* • *A property owner says the local council refused a development application and wants SAT to review the decision.* • *A developer says the conditions attached to a planning approval are unreasonable and seeks review.* • *A landowner disputes a valuation decision after their objection has been decided.* • *A property owner says a heritage-related decision or order affecting their property should be reviewed.*

	• *A developer says the council approved the development but imposed planning conditions that make the project unworkable.*
Environment, water, fisheries, agriculture, resources and conservation statutory reviews/disputes	**You may apply to SAT where a specific WA environment, water, fisheries, agriculture, conservation or resources law gives SAT power to review a government decision, decide a statutory dispute, or deal with a licence, approval, notice, order, payment or compensation issue.** This is not a general environmental complaint pathway. Environmental Protection Act appeals are generally outside SAT and go to the Appeals Convenor. *Examples:* • *A farmer says a water licence was refused or granted with conditions that make the proposed water use unworkable.* • *A commercial fisher disputes a fisheries licence or statutory notice decision that the law allows SAT to review.* • *A landholder disputes a statutory compensation issue under a resources or conservation law that gives SAT jurisdiction.*
Incorporated association disputes and association regulator decision reviews	**You may apply to SAT for certain incorporated association disputes, including disputes under or relating to the association's rules where the internal dispute process has not resolved the issue.** SAT can also review some statutory decisions about incorporation, cancellation, registration directions or rule alterations. SAT lists incorporated associations as a separate application category. *Examples:* • *A member says an incorporated association disciplined them without following its own rules, and the internal dispute process has failed.* • *A committee member asks SAT to decide how the association's rules apply to a disputed election process.* • *A community group seeks review of a decision refusing to approve a proposed rule alteration.*
Strata scheme disputes and strata-related orders	**You may apply to SAT for many strata scheme disputes, including by-law disputes, scheme document issues, unit entitlement objections, structural alteration approval, strata company duties, insurance, service contracts, scheme damage or destruction, termination proposals, and enforcement of SAT strata orders.** This is essentially the "one stop shop" for strata disputes. *Examples:* • *A lot owner says the strata company is not enforcing a by-law about unauthorised renovations affecting common property.* • *A lot owner wants approval for a structural alteration after the strata company refused consent.*

	• *A strata company asks SAT to disregard an objection to an amendment of scheme documents because it says the objection is unreasonable.* • *A lot owner says the strata company failed to obtain required insurance and wants SAT to make orders.*
Commercial tenancy / retail shop lease disputes	**You may apply to SAT for certain retail shop lease and other commercial tenancy disputes.** Some retail shop lease matters require a certificate from the Small Business Development Corporation before SAT can hear the matter. SAT lists commercial tenancy as its own application category. *Examples:* • *A small retail tenant disputes outgoings charged under a retail shop lease after the required small business dispute step has been completed.* • *A shop landlord and tenant cannot resolve a dispute about lease obligations and the matter is eligible to go to SAT.* • *A retail tenant says the landlord has breached the lease and wants SAT to make orders under the retail shop lease pathway.* • *A retail tenant has completed the required small business dispute step and now wants SAT to decide a dispute about lease outgoings.*
Residential parks, caravan parks and camping grounds disputes	**You may apply to SAT for certain disputes or decisions involving long-stay residential park agreements, caravan parks and camping grounds.** This is different from ordinary residential tenancy disputes, which SAT's outside-scope guidance directs away from SAT. *Examples:* • *A long-stay caravan park tenant says the park operator ended their agreement unlawfully and seeks compensation.* • *A park resident disputes a rent increase or agreement term under a long-stay park arrangement.* • *A caravan park operator seeks orders about a dispute with a long-stay resident under the relevant park legislation.*
Retirement village disputes	**You may apply to SAT for certain retirement village residence, service, fee, charge or contract disputes.** SAT lists retirement villages as a separate application category, so these matters should not be hidden inside ordinary tenancy or aged care complaint pathways. *Examples:* • *A retirement village resident disputes recurrent charges under their residence contract.* • *A resident says promised services are not being provided under the retirement village agreement.*

	• *A village operator and resident dispute exit entitlements or obligations under a retirement village contract.*
Vocational and professional regulation matters	**You may apply to SAT, or a vocational regulator may bring a matter to SAT, for certain professional discipline, registration, licensing or vocational regulation matters.** Members of the public usually complain first to the relevant vocational board or regulator; vocational complaints are dealt with by the relevant board, which may refer a matter to SAT if there are proper grounds. *Examples:* • *A professional board brings a disciplinary complaint to SAT alleging that a registered practitioner engaged in professional misconduct.* • *A practitioner seeks review of a decision refusing, suspending or cancelling their professional registration.* • *A licence holder disputes a condition placed on their occupational registration where the enabling Act allows SAT review.* • *A professional board brings a disciplinary complaint to SAT after investigating alleged misconduct by a registered practitioner.*
Firearms and security licence reviews/discipline	**You may apply to SAT for certain firearms licensing and security licensing decisions or disciplinary matters where the relevant WA law gives SAT review or decision-making power.** SAT lists firearms and security licences as a separate application category. *Examples:* • *A firearms licence applicant asks SAT to review a refusal, condition, variation or revocation decision made by or for the Commissioner of Police.* • *A security licence holder seeks review of a decision to cancel their licence after alleged misconduct.* • *A person disputes a statutory security licence decision that affects whether they can work in the industry.*
Local government statutory reviews	**You may apply to SAT for certain local government statutory decisions, such as some council notices, rating or service charge decisions, rate record issues, dog or cat matters, public health-related local government decisions, or other local government decisions where a WA Act gives SAT review power.** This is not a general complaint pathway for poor council service. SAT lists local government as a separate category and says ordinary local government approvals usually start with the relevant local government, with SAT dealing with appeals arising from those decisions. *Examples:* • *A landowner seeks review of a council notice requiring work on their property.*

	• *A ratepayer disputes a local government decision about a rate record, rate or service charge objection.* • *A dog owner seeks review of a council dangerous dog declaration after receiving the formal council decision.*
Road traffic and transport decision reviews	**You may apply to SAT for certain driver licensing, vehicle licensing, parking bay licensing, passenger transport authorisation or other transport-related statutory decisions.** SAT lists road traffic and transport as a separate application category. *Examples:* • *A driver asks SAT to review a decision refusing to grant or renew a driver's licence.* • *A vehicle owner disputes a statutory vehicle licensing decision that the law allows SAT to review.* • *A passenger transport operator disputes a decision refusing, suspending or cancelling an authorisation needed to operate.*
Building and construction referrals, transfers and review applications	**You may apply to SAT, or have a matter referred or transferred to SAT, for certain building and home building work contract matters.** This can include review of some Building Commissioner decisions or orders, matters referred because a building complaint could not be resolved or decided by the Building Commissioner, and enforcement-related orders after SAT has made a building order. SAT's outside-scope guidance indicates building approvals generally start elsewhere, with SAT dealing with appeals arising from those decisions. *Examples:* • *A homeowner seeks review of a building remedy order made after a defective building work complaint.* • *A builder disputes a Building Commissioner decision requiring rectification work or payment.* • *A building dispute is transferred or referred to SAT after the Building Commissioner cannot resolve or determine it.* • *A party says the other side has not complied with a SAT building order and asks SAT to convert the obligation into a monetary order.*
Children and community services decision reviews	**You may apply to SAT for certain children and community services decisions where WA law gives SAT review power.** SAT lists Children and Community Services as a separate category. This is not a general complaint pathway for child protection service complaints. *Examples:* • *A parent seeks review of a decision to place their child in secure care.*

	• *A carer or parent disputes a statutory decision about a child protection order transfer where SAT review is available.* • *A person affected by a child protection decision seeks SAT review because the enabling law gives them that right.*
Mental health appeals from Mental Health Tribunal decisions	**You may apply to SAT for appeals against certain Mental Health Tribunal decisions.** Ordinary mental health reviews start with the Mental Health Tribunal; mental health reviews go to the Mental Health Tribunal, while appeals against Mental Health Tribunal decisions come to SAT. *Examples:* • *A person appeals a Mental Health Tribunal decision and wants SAT to reconsider the matter according to the available appeal pathway.* • *A patient disagrees with a Mental Health Tribunal decision about their treatment or status and has a statutory right to appeal to SAT.* • *A representative seeks SAT review after the Mental Health Tribunal has already made the relevant decision.*
State tax and revenue objection reviews	**You may apply to SAT to review certain WA revenue decisions, usually after the Commissioner has made a decision on an objection.** This can include duties, land tax, payroll tax, betting tax and first home owner grant objection decisions. SAT lists State Tax and First Home Owners Grant pathways in its application structure. *Examples:* • *A property buyer disputes a duties assessment after their objection was disallowed.* • *An employer says a payroll tax assessment is wrong and seeks review after the objection decision.* • *A first home buyer seeks review after the Commissioner rejects their objection to a first home owner grant decision.*
Adoption, births/ deaths/ marriages and historical conviction decision reviews	**You may apply to SAT for certain statutory review matters about adoption, births, deaths and marriages records, or expungement of historical homosexual convictions.** SAT lists these as application areas under its “Other” category. *Examples:* • *A person seeks review of an adoption-related decision where WA law gives SAT review power.* • *A person asks SAT to review a Registrar decision refusing to register or change a birth, death, marriage, name, sex or gender record where SAT review is available.* • *A person seeks review of a decision refusing to expunge a historical homosexual conviction.*

Other statutory licensing, permit, registration and regulatory decision reviews	**You may apply to SAT for other specialised statutory matters only where a WA Act gives SAT jurisdiction.** SAT's official "Other" categories include goods and services, industrial relations and business, health and safety, animal welfare and produce, combat sports, cemetery and cremation, and Royal Agricultural Society matters. If the relevant application type is not available through SAT's eCourts pathway, the issue may be outside SAT's scope. *Examples:* • *A food business seeks review of a registration refusal or emergency order where the law allows SAT review.* • *A person disputes a dangerous goods approval, exemption or licensing decision that the law allows SAT to review.* • *A combat sports contestant or promoter disputes a registration or permit decision.* • *A funeral director seeks review after a cemetery board suspends or cancels their licence.*
Complaints about SAT members or administrative staff conduct	**You may make a complaint to SAT about the conduct of a SAT judicial member, non-judicial member or administrative staff member.** This pathway is about conduct, service or behaviour. It is not a way to change a SAT decision, change the member allocated to a matter, or complain that the legal outcome was wrong. SAT's complaints policy expressly excludes using a complaint for those purposes. *Examples:* • *A party says a SAT staff member was rude, dismissive or refused to provide basic procedural assistance.* • *A party says a non-judicial SAT member behaved disrespectfully during a hearing.* • *A party wants to complain about a judicial member's conduct, rather than the legal correctness of the decision.* • *A party says a SAT member made insulting comments during a hearing and wants to complain about the conduct, not appeal the decision.*

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

Jurisdiction	Description
State	SAT is a Western Australian tribunal. It reviews a wide range of WA government decisions and determines disputes where WA legislation, regulations, planning schemes or by-laws give it power. SAT is not a general complaint body.
Time Limitations	Time limits vary by application type. Many review applications allow 28 days from the date of the decision, but the enabling Act may set a

	different time limit. Many original applications have no time limit, but eCourts should be checked for the specific application type. If you lodge outside the time limit, you will need SAT's leave to proceed. SAT may decide whether to allow the late application, often at or around the first directions hearing.
Exclusions	SAT does not handle some matters that may sound similar to SAT matters. These include: • general consumer complaints, • criminal injuries compensation, • ordinary discrimination complaints, • Environmental Protection Act appeals, • ordinary residential tenancy disputes, • first-instance mental health reviews, • and general vocational complaints made directly by the public.
Exercise of discretion	SAT may dismiss or strike out proceedings in certain circumstances, including where a matter is misconceived, lacking in substance, vexatious, an abuse of process, not being prosecuted, or more appropriately dealt with by another court, tribunal or person.

Step 3: Who can you make a complaint against?

Respondent	Description
Original decision-maker	In review applications, the respondent or affected party will often include the decision-maker whose decision is being reviewed, such as a local government, statutory regulator, licensing authority, Commissioner or public official. Affected people may include the decision-maker in a review application.
People or organisations named in an original application	In original applications, the matter may involve people, organisations, corporations, associations, strata companies, operators, residents, owners, tenants, landlords or other parties named in the application, depending on the enabling Act.
Persons, corporations and local government bodies	Respondents are usually a person, corporation or local government body. A respondent has the right to put their views before SAT.
Regulators, boards and statutory bodies	In some matters, a regulator, professional board or government agency may be the original decision-maker, a referring body, or the body bringing a disciplinary matter to SAT.
Other affected parties	You may need to serve the application on affected parties. These can include the decision-maker, people or organisations named in the

	application, people required by the SAT Act or enabling legislation, or any person SAT says must receive a copy.
SAT judicial members, non-judicial members and administrative staff	Conduct complaints may be made about the conduct of SAT judicial members, non-judicial members or administrative staff. These complaints are about conduct, not whether a SAT decision was legally right or wrong.
Exclusions	SAT should not be treated as the complaint body for general complaints against businesses, landlords, employers, agencies, councils, health providers or regulators unless the issue fits a SAT application type supported by enabling legislation.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone can apply to SAT where the relevant application type and enabling legislation allow them to do so. In review matters, you must have a right under the enabling Act or SAT Act to have the decision reviewed. A review application is made under an enabling law for review of a decision that affects you.
Fees and concessions	You may need to pay lodgement, hearing, document or transcript fees, depending on the matter. Reduced fees may be available for eligible people or entities.
Can complaints be made on behalf of someone?	You may be represented by a lawyer, a person with relevant knowledge or experience, or someone authorised by the SAT Rules or Regulations. SAT may also appoint a representative or litigation guardian in some situations.
Additional information you need to know	You or your witness should tell SAT as early as possible if you need an interpreter, disability support, telephone/video attendance or other support to participate. SAT provides guidance on interpreter, accessibility and support services.

Step 5: What remedies are available at this body?

Power	Description
Review a decision afresh	In review jurisdiction, SAT reviews the merits of the original decision under the enabling Act. SAT's role is to reach the correct and preferable decision where review jurisdiction exists.
Affirm, vary, set aside or	In review matters, SAT may affirm the original decision, vary it, set it aside and substitute its own decision, or send the matter back to the

substitute a decision	decision-maker for reconsideration with directions or recommendations.
Invite the decision-maker to reconsider	In some review matters, SAT may invite the original decision-maker to reconsider the decision.
Make original decisions and orders	In original jurisdiction, SAT makes the decision or order allowed by the enabling Act and the SAT Act. This can include orders in areas such as guardianship, strata, commercial tenancy, retirement villages, building and other statutory matters.
Use mediation or compulsory conferences	SAT may use mediation or compulsory conferences to help parties resolve or narrow disputes. At a compulsory conference, issues are identified and resolved before a final hearing; if settlement is reached, SAT can make orders to give effect to it.
Record agreed outcomes	If parties reach agreement, SAT may record a decision or make orders giving effect to the settlement.
Make interim orders and urgent temporary orders	SAT may make temporary orders while a matter is underway, where the SAT Act or enabling Act allows this. This may include interim orders or other urgent temporary relief, depending on the matter.
Make final decisions and final orders	SAT may finalise a matter after a hearing, on the documents, by recording agreed outcomes, or after withdrawal. Final decisions must be in writing and given to each party.
Costs orders	Parties generally bear their own costs. SAT can order one party to pay another party's costs, but costs orders are rare and usually depend on party conduct or the nature of the matter.
Conduct-complaint outcomes — administrative staff	For administrative staff conduct complaints, SAT may find the complaint unsubstantiated, explain action taken, clarify procedures, review or change processes, apologise, take action to prevent repeat conduct, refer the staff member for disciplinary action, or provide information about external organisations if the matter is outside SAT's responsibility.
Conduct-complaint outcomes — non-judicial members	For non-judicial member conduct complaints, the President may decide no further action is required, take action considered appropriate if the Code has been breached to a non-trivial extent, or suspend the member and deal with the matter under the SAT Act if the issue may involve misconduct or statutory action.
Exclusions	SAT's conduct-complaint process cannot be used to change a SAT decision or change the member allocated to a case. A person who disagrees with a SAT decision must seek advice about appeal or review rights.

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

Requirement	Description
Format	SAT applications are generally lodged through the eCourts Portal, or by another accepted filing method where available. Conduct complaints about SAT staff or members must be made in writing and should not be included in documents filed in a SAT proceeding.
Pre-requisite steps	1) Check whether the issue fits a SAT application type and whether eCourts has a matching application. If the relevant application is not available on eCourts, the issue may be outside SAT's scope. 2) Identify the Act, regulation, planning scheme or by-law that gives SAT power to deal with the matter. This is important because SAT cannot deal with a matter unless an enabling law gives it jurisdiction. 3) For **review matters**, prepare the decision letter, notice, order, licence decision, objection decision or other document being reviewed. In planning review matters, the application should include the original application material and the decision being reviewed, where relevant.
Personal Details	For conduct complaints about **SAT administrative staff or non-judicial members**, you must provide your name, address and phone number, case number and parties if applicable, the name of the staff member or member if known, and details of the conduct including the date it happened.
Dates and time limits	Note the date of the decision or event and check the time limit for the specific application type. Many review applications use a 28-day limit, but the enabling Act may set a different time limit. If the application is late, prepare reasons explaining why SAT should allow it to proceed. For planning reviews, SAT identifies relevant factors such as length of delay, reasons for delay, whether there is an arguable case and prejudice to others.
Respondent's Details	Prepare the names and contact details of the decision-maker, respondents and other affected people or organisations who may need to be served with the application. For a complaint about **SAT staff or members**, prepare contact details, case number and parties if applicable, the staff member or member's name if known, the date of the conduct, and a clear description of what happened. Do not include the complaint inside a document filed in a SAT proceeding.
Outcome sought	State clearly what order or decision is being sought, such as review of a decision, an order resolving a dispute, an interim order, appointment of a guardian or administrator, or another specific SAT order allowed by the relevant law.
Supporting documents and evidence	Prepare documents that support the application, depending on the matter type. This may include correspondence, notices, contracts, plans, photographs, invoices, reports, medical or capacity material,

	strata records, lease documents, licences or regulator correspondence. Filing note: Documents cannot be filed with SAT by email. They must be filed using the eCourts Portal, or where available, in person at the Tribunal's Registry, by post or by facsimile.
What NOT to include	Do not include false or misleading statements.
Additional information you need to know	• If the matter is urgent, explain why and provide supporting material. SAT has separate guidance for urgent applications and interim applications. • Consider whether you need a lawyer, non-legal representative, appointed representative, litigation guardian, interpreter, disability support or other access assistance. • Check whether a lodgement, hearing, document or transcript fee applies and whether a reduced fee or concession should be requested.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your application or conduct complaint	• **Online form:** eCourts Portal eCourts is SAT's online document system. It allows documents to be lodged and viewed, parties to receive communications, hearing information to be accessed, and outcomes to be notified. • **Post:** GPO Box U1991 Perth WA 6845 Applications can be lodged by post addressed to the Executive Manager at GPO Box U1991, Perth, WA. • **Fax / Facsimile:** (08) 9325 5099. SAT lists this fax number on both its contact page and filing correspondence page. • **In person:** State Administrative Tribunal Level 6, State Administrative Tribunal Building 565 Hay Street Perth WA 6000 In-person document submission must be done between 8:30 am and 4:30 pm.

Serving the application	After applying, the applicant generally has seven days to serve the application on affected parties unless SAT orders otherwise. Some matters, such as certain guardianship and administration matters, are different because SAT gives relevant parties notice of the hearing.
After SAT accepts the application	After an application is accepted, the next step may be a directions hearing, final hearing or decision based on the documents.
Directions hearing	At a directions hearing, SAT identifies the issues and plans how the application will proceed. SAT may make directions about mediation, compulsory conference, decision on documents, final hearing dates, further information, witnesses, expert evidence or future conduct of the application.
Mediation or compulsory conference	SAT may use mediation or compulsory conferences to help resolve or narrow the dispute. If agreement is reached, SAT may make orders to give effect to the settlement.
Final hearing or decision on documents	SAT may make a final decision after a formal hearing or based on the documents. In some cases, a matter may proceed straight to final hearing or be decided on the documents without a directions hearing.
Withdrawal	The applicant may seek leave to withdraw. SAT may dismiss or strike out the proceeding or part of it if the applicant withdraws or agrees to withdraw.
Final decision and orders	Final decisions must be in writing and given to each party. SAT provides reasons for all decisions, and final orders are made so the decision can be carried out.
Lodging a conduct complaint about SAT staff or members	Conduct complaints about SAT administrative staff must be made in writing using the complaints form. Complaints about non-judicial members should be made in writing to the President, or by using the complaint form. Complaints should not be included in documents filed in a SAT proceeding.
Conduct-complaint process	SAT acknowledges conduct complaints in writing. Staff conduct complaints are referred for investigation by a more senior staff member under the Executive Manager's direction. Non-judicial member complaints are referred directly to the President.
Judicial member complaints	Complaints about judicial members are dealt with under SAT's complaints policy and the Protocol for Complaints Against Judicial Officers in Western Australian Courts. This is separate from appealing a SAT decision.

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

Avenue	**Description**
Appeal from SAT decision —	Most SAT decisions can be appealed with leave. Appeals are generally on a question of law and follow s 105 of the *State Administrative*

separate court pathway	*Tribunal Act 2004*. Appeals go to the Court of Appeal if the SAT decision was made by a Tribunal that included a judicial member, and to the Supreme Court in other SAT matters.
Special appeal rules — separate statutory pathway	Some revenue and vocational matters allow appeals on questions of fact as well as law. Some enabling Acts also provide special appeal provisions, including for some guardianship and planning matters.
Correction of mistakes — limited internal procedural pathway	SAT can correct clerical mistakes, accidental slips or omissions, material miscalculations, mistaken descriptions, or defects of form. This is not a general appeal or rehearing.
Review where a person was absent — limited internal procedural pathway	A person affected by a SAT decision may be able to ask SAT to review the decision if they did not appear and were not represented at the relevant hearing. This is not a general right to reargue the case.
Request for written reasons — internal procedural pathway	If SAT gave reasons orally, a party may request written reasons within 28 days. A transcript of verbal reasons can be enough.
Enforcement of monetary orders — separate court enforcement pathway	If SAT makes a monetary order and the other party does not pay, the person owed money may need to enforce it through the appropriate court process. Monetary orders are payable immediately, but SAT does not enforce the order after it is made.
Enforcement of non-monetary orders — separate court enforcement pathway	Non-monetary SAT orders may also need to be enforced through a court process. Orders are enforceable as if made by a court, but SAT does not enforce them once made.
Failure to comply with SAT decision — possible offence / prosecution pathway	Failure to comply with a SAT decision may lead to prosecution, but this is at the discretion and action of the Tribunal. This should not be presented as a remedy the user controls.
Judicial review — separate court pathway	Judicial review is separate from SAT merits review. It is a court pathway about legal error, not a general rehearing of the merits. You should seek legal advice before considering this pathway.
Member disqualification —	If you believe the SAT member listed to deal with your case should not hear it, you must make an application for that member to disqualify

separate procedural application	themselves. A conduct complaint cannot be used to change the member allocated to a matter.
Legal advice	SAT cannot provide legal advice. Legal advice is especially important for appeals, judicial review, enforcement, urgent orders, complex statutory applications, costs exposure and questions about whether SAT has jurisdiction.

Step 9: Other bodies that handle overlapping or related complaint areas

Complaint body	Description
Australian Human Rights Commission	The Australian Human Rights Commission (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 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. There are also State Government privacy and information complaint bodies who may also be able to assist.
National Anti-Corruption Commission	The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector. WA corruption or misconduct bodies may also be relevant for WA public sector corruption or misconduct concerns.
Ombudsman Western Australia	Ombudsman WA can investigate complaints about Western Australian State Government departments, authorities and local governments. This may be more appropriate than SAT where the issue is about unfair treatment, poor administration, delay, poor service, or how a WA public authority handled a matter, rather than a SAT-reviewable decision or statutory application.
Equal Opportunity Commission WA	The Equal Opportunity Commission WA receives and conciliates complaints about unlawful discrimination and harassment under WA equal opportunity law. It is usually the first place for WA discrimination complaints. SAT may become relevant later if the Commissioner refers a matter to SAT, if an interim order is needed, or if an exemption application is made.

Building and Energy / Building Commissioner WA	Building and Energy provides a complaint and dispute-resolution pathway for regulated building services and home building work contract disputes. It is often the first step for building defects or building service complaints. SAT may become relevant later for certain Building Commissioner decisions, referrals, transfers or reviewable orders.
Consumer Protection WA	Consumer Protection WA handles complaints about goods and services, retail and automotive issues, property and renting issues, and some commercial tenancy information. It may be more appropriate than SAT for first-instance consumer, fair trading, residential tenancy, property or trader complaints.
Magistrates Court of Western Australia	The Magistrates Court may be relevant for ordinary residential tenancy disputes, some civil claims, criminal matters, infringements or court enforcement steps. Ordinary residential tenancy disputes are outside SAT's scope.
Mental Health Tribunal	The Mental Health Tribunal is the first-instance body for many mental health treatment and status reviews. SAT may be relevant for appeals from certain Mental Health Tribunal decisions, but not for the first review of an involuntary treatment order. SAT's outside-scope guidance distinguishes Mental Health Tribunal reviews from SAT appeals.
Office of the Appeals Convenor	The Office of the Appeals Convenor handles certain appeals under the Environmental Protection Act 1986 (WA). SAT's outside-scope guidance directs Environmental Protection Act appeals to the Appeals Convenor rather than SAT.
Relevant professional board or regulator	If the issue is about professional misconduct, licensing or registration, the first step may be the relevant board or regulator. SAT may become relevant if the board or regulator refers a disciplinary matter to SAT, or if the professional has a SAT-reviewable registration or licence decision. Vocational complaints usually go to the relevant board first.
Administrative Review Tribunal	The Administrative Review Tribunal is the Commonwealth merits review tribunal. It may be relevant for Commonwealth government decisions, such as some NDIS, migration, social security or Commonwealth agency decisions. SAT is a WA tribunal and is not the review body for Commonwealth decisions.
Relevant local government	Local governments are often the first place for planning applications, building approvals, local laws, animal matters, rates, property notices and council service concerns. SAT may become relevant only where there is a reviewable statutory decision or application type. SAT's outside-scope guidance indicates many local government approval processes start with the relevant local government.

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
Legal Aid WA	Website: Legal Aid WA Telephone: 1300 650 579 First Nations Legal Yarn: 1800 319 803	*Provides free information and some legal advice or assistance, depending on the issue, personal circumstances and available resources. Legal Aid WA also has information about guardianship and administration matters.*
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.
Community Legal WA	Website: Community Legal WA Referral telephone through Citizens Advice Bureau WA: (08) 9221 5711 Email referrals through CABWA: queries@cabwa.com.au	Helps people find a community legal centre in WA. Community legal centres provide free or low-cost legal help to people in need, depending on eligibility and the type of issue.
Citizens Advice Bureau WA	Website: CABWA Telephone referral line: (08) 9221 5711 Email: queries@cabwa.com.au	Provides information, referral and low-cost legal advice appointments. May help people work out where to get legal help for SAT-related or adjacent matters.
Circle Green Community Legal	Website: Circle Green Community Legal Telephone: (08) 6148 3636 Address: Ground Floor, 445 Hay Street, Perth WA 6000	Provides specialist legal help in areas including tenancy, workplace and humanitarian law. It may be useful where a matter overlaps with tenancy, long-stay park, employment discrimination, workplace or related issues.
Office of the Public Advocate WA	*Website: Office of the Public Advocate WA*	Provides advocacy, guardianship and administration services to protect and promote the interests of adults with decision-making disability. This may be

		relevant for guardianship and administration matters connected to SAT.
Advocare	Website: Advocare Telephone: 08 9479 7566 or 1800 655 566 Elder Abuse Helpline: 1300 724 679 Aged Care Advocacy Line: 1800 700 600	Provides advocacy and support for older people, including aged care advocacy, elder abuse concerns and decision-making support. This may be useful where SAT guardianship or administration issues overlap with ageing, capacity, elder abuse or aged care concerns.

Self-help tools and additional resources

Resource	How this helps
Ombudsman WA — Making a complaint	Helps you understand when Ombudsman WA, rather than SAT, may be the correct pathway for complaints about WA public authorities.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
How to make a complaint	Guidance on how to make a complaint
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.
SAT — Applying to SAT	Explains how individuals, organisations and government agencies can apply to SAT. It links to enabling legislation, application types, eCourts, time limits, serving the application, urgent applications and other process information.
Legal Aid WA — Guardianship and administration	Provides legal information about guardianship and administration, including when Legal Aid WA may be able to help with SAT-related guardianship matters.
Consumer Protection WA — Complaints	Helps you identify consumer, property, rental, retail, automotive and other complaint pathways that may be more appropriate before SAT or instead of SAT.
Building and Energy — Building dispute resolution	Helps you understand the first-step pathway for many building and home building work contract disputes before any SAT review, referral or transfer may arise.