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.

Energy and Water Ombudsman WA

In this factsheet, we introduce the Energy and Water Ombudsman WA ('**EWOWA**'). EWOWA helps resolve complaints about electricity, gas and water providers in Western Australia. Its service is free, independent and focused on fair complaint resolution. EWOWA can only deal with complaints that fall within its scheme, including complaints about electricity, gas and water companies and providers that are members of the Energy and Water Ombudsman scheme.

Legislation and Key Terms

Relevant Legislation:

- *Electricity Industry Act 2004*
- *Electricity Industry (Code of Conduct) Regulations 2005*
- *Electricity Industry (Customer Contracts) Regulations 2005*
- *Electricity Industry (Licence Conditions) Regulations 2005*
- *Electricity Industry (Access Code Enforcement) Regulations 2005*
- *Electricity Industry (Obligation to Connect) Regulations 2005*
- *Electricity Industry (Electricity System and Market) Regulations 2004*
- *Electricity Industry (Network Quality and Reliability of Supply) Code 2005*
- *Energy Coordination Act 1994*
- *Economic Regulation Authority Act 2003*
- *National Gas Access (WA) Act 2009*
- *Energy Coordination Regulations 2004*
- *Energy Coordination (Customer Contracts) Regulations 2004*
- *Energy Coordination (Last Resort Supply) Regulations 2005*
- *Energy Coordination (Retail Market Schemes) Regulations 2004*
- *National Gas Access (WA) (Part 3) Regulations 2009*
- *National Gas Access (WA) (Local Provisions) Regulations 2009*
- *Water Services Act 2012*
- *Water Services Regulations 2013*
- *Electricity Licencing Codes - Economic Regulation Authority*

- *Gas Licencing Codes - Economic Regulation Authority*
- *Water Licensing Codes - Economic Regulation Authority*
- *Parliamentary Commissioner Act 1971* *(section 34)*

Key terms:

Authorised representative: An authorised representative is someone who has permission to act for you in the complaint. EWOWA allows complaints to be made by an authorised representative.

Binding decision: A binding decision is a decision EWOWA can make against a provider after investigation if the complaint is substantiated and not resolved by agreement. It is binding on the provider if you accept it.

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

Complainant: A person who has made a complaint.

Scheme member: A scheme member is an electricity, gas or water company or provider that is part of the Energy and Water Ombudsman scheme. EWOWA can only look at complaints about providers who are members of the scheme.

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

EWOWA investigates and resolves complaints about electricity, gas and water providers in Western Australia. This includes:	
Sub-category	**Example**
Billing, meter readings, fees, tariffs, rebates and account charges *Charter cl 4.1*	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about your bill, meter reading, fees, charges, tariff information, rebate, back bill, GST, historical debt, payment period or security deposit.** EWOWA can look at billing disputes, but it does not set prices, tariffs or price structures. *Examples:* • *Marjorie received a water bill that was much higher than usual. Her provider said the bill was based on an estimated meter reading, but Marjorie had photos showing the actual reading was lower. She contacted the provider twice and sent the photos, but the bill was not corrected.* • *Ravi's electricity bill included a fee he had never been charged before. When he asked for an explanation, the provider could not explain what the fee was for and did not respond to his written complaint.* • *Helen receives a pensioner rebate, but it was missing from her latest gas bill. She contacted her provider and gave her concession details again, but the provider still did not apply the rebate or explain why.*
Credit, payment difficulty, arrears and debt collection *Charter cl 4.1*	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about payment arrangements, arrears, payment plans, debt collection, credit rating issues or difficulty paying a bill.** *Examples:* • *Nathan lost work after an injury and asked his electricity provider for a payment plan. The provider refused to discuss any payment arrangement and sent the account to debt collection, even though Nathan had already contacted them about hardship.* • *Aisha agreed to a payment plan with her gas provider, but the provider still referred the same debt to a collection agency. She complained to the provider and sent proof of the payment plan, but the collection calls continued.*
Customer service and complaint handling	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about poor customer service, including unreasonable delay, confusing information, failure to respond, or poor handling of your complaint.** *Examples:*

	• *Grace contacted her electricity provider five times about the same billing problem. Each time, she was given different information and no one followed up, even after she asked for the complaint to be escalated.* • *Ben's water provider promised to call him back about a service issue within two business days. Three weeks passed with no response, and the provider closed his complaint without telling him why.*
Supply quality, reliability and interruptions *Charter cl 4.1*	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about the quality or reliability of your electricity, gas or water supply.** This can include repeated outages, interruptions, low pressure, unreliable supply or a service failure. *Examples:* • *Liam's home lost power several times over two months. His provider gave him inconsistent explanations and did not tell him whether the problem was being investigated.* • *Paula's rural property had repeated water supply interruptions over summer. She contacted the water provider several times, but the provider did not give a clear explanation or plan to restore reliable service.*
Connection, provision and failure to provide service *Charter cl 4.1*	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about connecting, setting up, providing or failing to provide your service.** This can include delays, service setup problems, meter exchange problems or being left without service after provider work. *Examples:* • *Mina moved into a new home and asked for electricity to be connected before moving day. The provider confirmed the request, but the connection did not happen and Mina was left without power for several days.* • *Oliver had solar panels installed and needed his electricity meter changed. During the meter exchange, the provider left the property without power for much longer than expected and did not explain what had gone wrong.*
Disconnection, restriction, reconnection and refundable advances *Charter cl 4.1(e)*	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about disconnection, restriction of supply, reconnection or a refundable advance.** This includes where you believe your service was wrongly disconnected, not reconnected within the required time, or restricted unfairly. *Examples:* • *Jason's electricity was disconnected even though he had already paid the overdue amount and sent the receipt to the provider. He contacted the provider immediately, but his power was not reconnected and no one explained why.*

	• *Noor's gas provider asked for a refundable advance before reconnecting her service. She asked for written reasons and a breakdown of the amount, but the provider did not respond.*
Land, property and provider infrastructure impacts *Charter cl 4.1(h)*	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about how it used its powers in relation to land, property, neighbouring land or provider infrastructure.** This may include concerns about provider works, access to land, infrastructure location, or works affecting your property. *Examples:* • *Teresa owns a small business. A provider carried out works near her property and left equipment blocking safe access to the entrance. She contacted the provider, but it did not fix the access problem or explain when the works would be finished.* • *Daniel discovered that a water service asset on his property was placed in a location that affected planned driveway works. He asked the water provider to review the location and options, but the provider refused to explain its decision.*
Marketing and sales conduct *Charter cl 4.1(g)*	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about its marketing or sales conduct.** This can include pressure selling, misleading information, or marketing that led to an account or service problem. *Examples:* • *Priya agreed to receive information from an electricity provider at a shopping centre stall. A week later, she received a welcome pack saying she had signed up for a new account, even though she had not agreed to switch.* • *Michael was told by a gas provider's sales agent that his current provider was closing and he had to sign a new contract immediately. He later found out this was not true and the provider would not cancel the new account.*
Transfers between providers	**You should make a complaint if your electricity, gas or water provider has not resolved a problem about a transfer from one provider to another.** This can include an unauthorised transfer, a delayed transfer, a rejected transfer, or a transfer that caused account or billing problems. *Examples:* • *Hamed asked to transfer his electricity account to a new provider. His old provider rejected the transfer but did not explain why or tell him what he needed to do next.* • *Leanne received a final bill from her old gas provider even though she had not authorised a transfer to another provider. She contacted both providers, but neither accepted responsibility for fixing the account.*
Drainage, irrigation and sewerage services	**You should make a complaint if your water provider has not resolved a problem about the supply of drainage, irrigation or sewerage services.** This category is for provider-supplied services, not ordinary private plumbing or unrelated property disputes.

	Examples: • *Jurij noticed a strong sewerage smell outside his property and believed it came from public sewerage infrastructure managed by his water provider. He reported it, but the provider said it was not responsible without checking the infrastructure.* • *Anna receives irrigation water through a provider listed as part of the EWOWA scheme. Her irrigation supply stopped without notice during a scheduled supply period, and the provider did not respond to her complaint.*
Service standard payments *Charter cl 4.1(f)*	**You should make a complaint if your electricity or water provider has not resolved a problem about a regulated service standard payment for poor service.** This is not general compensation. It is about payments linked to specific service standards. *Examples:* • *Yuki's electricity was interrupted for more than 12 hours. She asked the distributor about a service standard payment, but the distributor did not respond or explain whether she was eligible.* • *Sam sent a written complaint to his electricity provider about a disconnection problem. The provider did not respond within the required complaint response timeframe, and Sam could not get an answer about whether a service standard payment applied.*
Other water service issue affecting you *Charter cl 4.1(j)*	**You should make a complaint if you are affected by a water service provided by an EWOWA member, even if you are not the account holder, and the issue is not covered by another category.** This should still be about the provider's water service, not a general private plumbing or neighbour dispute. *Examples:* • *Nina rents a granny flat and is not named on the water account. A water service fault affected the property for several days, and the account holder would not contact the provider. Nina contacted the water provider directly but could not get the issue assessed.* • *A community garden was affected by a water service issue from a provider listed as part of the EWOWA scheme. The organiser was not the account holder but was directly affected by the loss of water service and could not get the provider to respond.*
Privacy and account information handled by an EWOWA scheme member	**You should make a complaint if your electricity, gas or water provider is an EWOWA scheme member and your complaint is about how it handled your personal information or account information.** This should be used carefully. Broader privacy complaints may belong with the Office of the Australian Information Commissioner. *Examples:* • *Talia's electricity provider sent her account details and new address to a person who was no longer authorised on the account. She asked the provider to investigate and fix the privacy breach, but it did not respond.*

	• *Omar asked his gas provider to correct the contact details on his account after bills kept going to the wrong email address. The provider refused to correct the record and then charged late fees because Omar did not receive the bills.*

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	EWOWA is for Western Australian electricity, gas and water providers that are licensed by the Economic Regulation Authority and are members of the scheme.
Subject matter scope *Charter cl 4.1*	EWOWA handles complaints and disputes about electricity, gas and water providers in Western Australia where the provider is within the EWOWA scheme.
Time Limitations *Charter cl 5.1(e)*	EWOWA generally cannot investigate events that became known to you more than one year before you lodged your complaint, unless EWOWA agrees that special circumstances apply.
Exclusions *Charter cl 6.2*	EWOWA cannot investigate: • the setting of prices or tariffs, • the content of government policy, • commercial activities outside the provider's electricity, gas or water service licence, • complaints that are before or have been considered by a court or tribunal, • matters EWOWA considers should be dealt with by a court or tribunal, • matters legislation/codes/licences/orders require another authority to handle, • or bottled gas issues.
Exercise of discretion	EWOWA may decide not to investigate if your complaint is frivolous or vexatious, not made in good faith, you do not have a sufficient interest in the subject matter, investigation is not warranted, or another body can deal with it more appropriately or effectively.
Additional information	EWOWA must take into account events beyond the provider's reasonable control and actions the provider took to comply with certain regulatory directions, notices or instruments.

Step 3: Who can you make a complaint against?

Respondent	Description
Electricity providers	You can complain about an electricity company or provider if it is licensed by the Economic Regulation Authority to operate in Western Australia and is a member of the EWOWA scheme. This can include retailers, distributors and other listed electricity providers. A detailed list of members is available here.
Gas providers	You can complain about a gas company or provider if it is licensed by the Economic Regulation Authority to operate in Western Australia and is a member of the EWOWA scheme. This does not include every bottled gas issue. A detailed list of members is available here.
Water providers	You can complain about a water provider if it is licensed by the Economic Regulation Authority to operate in Western Australia and is a member of the EWOWA scheme. This can include providers of potable water, non-potable water, sewerage, irrigation water or drainage services where listed as scheme members. A detailed list of members is available here.
Provider staff, contractors and agents *Charter cl 6.3*	You can complain about conduct by a provider's employees, officers, contractors or agents where the conduct is connected to an EWOWA complaint against the provider. Any binding decision is made against the member provider, not personally against the staff member, contractor or agent.
Energy marketing agents *Charter cl 4.1*	You can complain about marketing or sales conduct connected to an electricity, gas or water service where it falls within EWOWA's scheme. This may include conduct by a marketing agent acting for a provider.
Providers not listed as members	If the provider is not listed as an EWOWA scheme member, EWOWA's online form says it can only look at complaints about electricity, gas and water providers who are members of the scheme, and asks you to call EWOWA because it may be able to tell you about other organisations that can assist.
Embedded networks, microgrids and alternative electricity service providers	You should not assume EWOWA can or cannot handle a complaint just because the electricity is supplied through an embedded network, microgrid or alternative electricity service arrangement. The key question is whether the provider is currently an EWOWA scheme member or otherwise within EWOWA's current jurisdiction. Some microgrid providers appear on EWOWA's current provider list, so these complaints should be checked against the current member list.
Exclusions	EWOWA is not the right respondent pathway for general private businesses, tradespeople, appliance sellers, telecommunications providers, banks, insurers, general government agencies, health providers, discrimination bodies or employment bodies unless the issue is actually about an EWOWA member's electricity, gas or water service.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	You can complain if you are a residential customer, a small-use business customer of electricity, gas or water services, or another person affected by a water service. For: • **Electricity and gas users:** For electricity and gas issues, complaints may be made by residential and small-use consumers, people directly affected by the provision or failure to provide electricity or gas services, and owners or occupiers affected by how an electricity or gas provider exercised statutory powers. • **Small-use thresholds:** For electricity, a small-use customer means a customer who consumes not more than 160 MWh of electricity per year. For gas, a small-use customer means a customer whose gas consumption is less than 1 terajoule per year. • **Water-service users:** For water issues, you can complain if you are affected by a water service, including potable drinking water supply, drainage, irrigation or sewerage. You do not always need to be the account holder if you are affected by the water service.
Pre-requisite steps	Before making a complaint to EWOWA, you should contact your electricity, gas or water provider directly and give it a chance to resolve the issue. If your complaint is not resolved, or there is an unreasonable delay, you can contact EWOWA. If you have not contacted your provider first, EWOWA's online form says you should explain any special circumstances that make it unreasonable to complain to the provider first.
Can complaints be made on behalf of someone?	Someone helping you can make the complaint if they are authorised. EWOWA allows authorisation by an Authority to Act form or by the affected person giving authorisation over the phone.
Exclusions *Charter cl 8.3*	You may not be eligible to have EWOWA investigate if your issue is not about a scheme member, you have not tried the provider first and there are no special circumstances, you do not have enough connection to the issue, or another body is more appropriate.
Additional information you need to know	EWOWA's service is free. You will need to give enough information for EWOWA to contact you and discuss the complaint with the provider.

Step 5: What remedies are available at this body?

Power	Description
Agreed resolution	EWOWA may help you and the provider reach an agreed resolution. If you agree to a resolution during an investigation, EWOWA will stop the investigation and close the complaint.
Binding decision against the provider	If your complaint is substantiated and not resolved by agreement, EWOWA can make a decision that is binding on the provider.
Compensation *Charter cl 8.1(a)(i)*	EWOWA can make a determination that the member provider pay compensation to you.
Service provision *Charter cl 8.1(a)(ii)*	EWOWA can direct the provider to provide a gas, electricity or water service.
Charge correction or non-imposition of a charge *Charter cl 8.1(a)(iii)*	EWOWA can direct the provider to amend a charge or not impose a charge in relation to a service.
Supply of goods or services / corrective work *Charter cl 8.1(a)(iv)*	EWOWA can direct the provider to supply goods or services related to the complaint, or to do corrective or other work needed to resolve the complaint.
Record correction *Charter cl 8.1(a)(v)-(vi)*	EWOWA can direct the provider to correct, delete or add to a record, or attach your statement to a record.
Direction to do, stop doing or not do something *Charter cl 8.1(a)(v)-(vii)*	EWOWA can direct the provider to do something, not do something, or stop doing something.
Financial limits *Charter cl 8.1*	EWOWA can make binding decisions up to $20,000, or up to $50,000 if all parties agree.
Additional information *Charter cl 8.1*	A binding decision is binding on the provider, but you can choose whether to accept it within 21 days. If you accept it, you release the provider from claims connected to that complaint or dispute. If you do not accept it, you may pursue remedies in another forum, and the provider is released from the EWOWA decision or direction.

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

Requirement	Description

Format *Charter cl 5.1(d)*	You can make your complaint online, by phone, or by using the printable complaint form and sending it to EWOWA. A complaint or dispute may be oral or in writing.
Personal Details	You should provide your full name and contact details so EWOWA can contact you about your complaint. The online form asks for your name and at least one contact method.
Provider Details	You should identify what your complaint is about and which provider you are complaining about. If your provider is not listed, EWOWA says to call it because it may be able to tell you about other organisations that can assist.
Affected property and account details	You should include the affected property address, account number if known, and meter number if known.
Relevant Facts	You should clearly explain what your complaint is about, when you contacted your provider, what the provider said or did, and what you think should be done to resolve the problem. You should attach relevant documents if you have them, such as letters, reports, photos, bills or correspondence. The online form allows supporting document uploads up to 4MB per document.
Authority or consent	If someone is helping you or acting for you, they need your authority. The online form allows an authorisation document to be uploaded, and says the affected person can also call EWOWA to provide authorisation over the phone.
Accessibility and communication needs	You can tell EWOWA if you need help to access its services, if you need an interpreter, or if you have communication needs.
What NOT to include	Do not include false or misleading information. Try to give a clear and factual account of the issue and provide relevant information at the start where possible.
Additional information you need to know	EWOWA may need to share complaint information with the provider so the provider can respond. If someone is helping you, make sure EWOWA has authority to speak with them. If your complaint is about events you became aware of more than one year ago, explain any special circumstances that may justify EWOWA considering the complaint.

Step 7: Lodging your complaint and next steps.

Step	**Description**
Where to lodge your complaint	You can lodge your complaint via: • **Online form:** click here

	• **Email:** You can email EWOWA at energyandwater@ombudsman.wa.gov.au • **Post:** You can download the printable complaint form and post it to PO Box Z5386, St Georges Terrace, PERTH WA 6831. • **Telephone:** You can call EWOWA on 08 9220 7588 or 1800 754 004. Office hours are 8.30am to 4.30pm, Monday to Friday.
Contact your provider first	Before you make a complaint to EWOWA, contact your electricity, gas or water provider directly and give it a chance to resolve the issue. If the issue is not resolved or there is unreasonable delay, you can contact EWOWA.
Receipt / first contact	If you lodge using the online form, EWOWA says it will contact you about your complaint within 1–3 working days.
Referral back to provider	If you have already contacted your provider, EWOWA will refer your complaint to a designated contact officer at the provider and give the provider 10 business days to resolve it before investigating further.
Facilitation and investigation	If the complaint remains unresolved after 10 business days, EWOWA may try to facilitate a resolution. If needed, EWOWA may investigate and contact you and the provider for more information.
End of process	At the end of an investigation, EWOWA may determine that your complaint is not substantiated and take no further action, or make a binding decision on action to be taken to resolve the issue.
Additional information you need to know	Keep records of contact with your provider, including names, dates, times, what was discussed and reference numbers.

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

Avenue	Description
Speak to your case officer first	If you are unhappy with how your complaint was handled, you are encouraged to speak with your case officer first. They can discuss your concerns and explain the reasons for the decision.
Handling review by a senior officer	You can request a review of how EWOWA handled your complaint. The review is done by a senior officer who was not involved in the original investigation.
Limits of the handling review	The review is about whether the complaint was handled in accordance with the Charter. It is not automatic, and it is not enough to simply disagree with the view formed by the case officer. EWOWA reviews complaint handling only once.

How to request a review	Your review request should be in writing, addressed to the Senior Assistant Ombudsman Complaint Resolution, and explain why you think the complaint was not handled fairly.
Review outcomes	A review may find that the complaint was handled in accordance with the Charter. It may also find that the complaint was not handled in accordance with the Charter. If that happens, EWOWA may apologise, improve its processes and, where appropriate, reopen and reconsider the complaint.
Written outcome	EWOWA will tell you the outcome of the review and the reasons for the decision.
Binding decision acceptance or rejection	If EWOWA makes a binding decision, you can choose whether to accept or reject it within 21 days. If you accept it, the provider is bound and you release the provider from claims connected to that complaint. If you reject it, you may pursue remedies in another forum, but the provider is released from the EWOWA decision or direction. **You should consider getting legal advice** before accepting or rejecting a binding decision if the complaint involves money, compensation, possible legal action or another formal process.
External review / legal advice	EWOWA does not provide a general merits appeal from its complaint outcome. If you are considering court, tribunal or another legal pathway after rejecting a binding decision, you should get legal advice before acting.

Step 9: Other bodies that handle complaints about energy or water related complaints

Complaint body	Description
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.
Western Australian Equal Opportunity Commission (**EOC**)	The EOC is a state body which handles complaints about discrimination in various areas such as employment, education and services. EOC protects and promotes equal opportunity to provide education and resources to help individuals and organisations understand their rights and responsibilities. If a complaint involves administrative actions or decisions by public authorities that may also constitute discrimination, EOC can refer the matter to the Ombudsman with the complainant's consent.

	Website: https://www.wa.gov.au/organisation/equal-opportunity-commission Phone: 08 9216 3900 or 1800 198 149 Access the complaints form here.
Office of the Western Australian Information Commissioner (**OIC**)	The OIC manages complaints about the handling of personal information by Western Australian public sector agencies and oversees freedom of information (**FOI**) requests. OIC provides independent advice on information privacy, data protection, and FOI, ensuring public sector compliance with relevant laws. If a complaint involves broader administrative issues beyond privacy concerns, OIC can refer the matter to the Ombudsman. Website: https://www.oic.wa.gov.au/en-au/ Phone: (08) 6551-7888 or 1800 621 244 Access the complaints form here.
Office of the Australian Information Commissioner (**OAIC**)	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**)	NACC handles complaints about serious or systemic corruption in the Australian Government public sector.
Energy and water ombudsman offices from other states in Australia	For complaints about electricity, gas and water providers in other states including Energy & Water Ombudsman New South Wales, Energy and Water Ombudsman Victoria, Energy & Water Ombudsman Queensland, Energy & Water Ombudsman South Australia.
Australian Financial Complaints Authority (**AFCA**)	AFCA provides dispute resolution for financial complaints including insurance, banking, superannuation, loans and investments and financial advice.
Telecommunications Industry Ombudsman	The Telecommunications Industry Ombudsman can take complaints about mobile, telephone and internet service providers.
State Administrative Tribunal (**SAT**)	The SAT resolves various legal disputes and can make binding determinations. SAT deals with matters such as residential tenancies, planning and environment, civil claims and human rights. It provides a less formal and more accessible alternative to court.

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
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.
Citizens Advice Bureau	*Website:* *https://cabwa.com.au/*	Connects people all over Western Australia with relevant information and services to allow them to make independent and informed decisions.
Beyond Blue	*Website:* *www.beyondblue.org.au*	Provides information, resources and support to anyone that is affected from anxiety, depression or any other mental health condition
Australian Pro Bono Centre (WA)	*Website:* *www.probonocentre.org.au/legalhelp/individual/wa/*	Provides pro bono providers in WA with contact details for each clinic.

Self-help tools and additional resources

Resource	How this helps
How to make a complaint	Information about steps for making a complaint.
Complaints we can and can't take	Information about the complaints that EWOWA can and can't take including matters that EWOWA takes into account.
Who we can take complaints about & service provider contacts	Provides a list of EWOWA members with contact details.
Making a complaint for somebody else	Information about how to act on behalf of another person and the Authority to Act form.
FAQs	Frequently asked questions from complainants.
Common issues	Common issues that EWOWA usually assists complainants with.
Case studies	Case studies of real complaints that EWOWA handled
Information sheets	Information sheets that are condensed
Consumer Resources	Useful links to resources that may assist consumers when they are impacted as a result of a provider
Forms	Provides a downloadable and printable Complaint Form and Authority to Act Form
Responding to the Ombudsman	EWOWA's process of handling complaints