



Standard of Service Charter

This Standard of Service Charter describes the Western Australia (WA) Department of Justice's (the Department) commitment to service, and outlines the overall standard of service you can expect to receive.

Our Purpose

To provide high quality and accessible justice, corrective, legal, registry, guardianship and trustee services which meet the needs of the community and government.

Our Customers

The Department supports the community, WA Government, Judiciary and Parliament through the provision of access to high quality justice, corrective and legal services, information and products. The Department has many different customer groups, including children and young people across the diverse range of services provided.

Corrective Services in the development and administration and/or compliance with approved

<p>Compliments: compliments.access@justice.wa.gov.au</p> <p>Suggestions: suggestions.access@justice.wa.gov.au</p> <p>Online form: Please use our online form.</p>	<p>Online form: Please use our online form.</p>
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Your feedback is managed in accordance with the Department's Customer Feedback Management Policy and Procedures, found on [Department of Justice CFMS Web Page](#).

Further information

To report suspected misconduct of the Department of Justice employees, visit the Public Sector Commission [minor misconduct by public officers](#) page.

For further information on the Department's Standard of Service Charter, contact:

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 Department of Justice
 GPO Box F317
 PERTH WA 6841

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 Email: cfms@justice.wa.gov.au
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Approved by

Dr Adam Tomison
 Director General
 Department of Justice

Alternative formats of this document are available on request.