

Feedback and Complaints

SCALES welcomes all client feedback to help us improve our service delivery.

We endeavour to respond to every client complaint and to have client concerns addressed in ways that ensure access and equity, fairness, accountability and transparency. SCALES takes all complaints seriously and treats all complaints with respect, recognising the issue of the complaint is important.

Let us know

You can let us know you if you have an issue with our service at any time, either verbally, or in writing to scales@murdoch.edu.au.

Formal complaints

To lodge a formal complaint, you may do so by writing your complaint to the Managing Director via email to, scales@murdoch.edu.au.

Your complaint will be investigated and you will be notified of the action and resolution taken within seven (7) days of receiving your complaint. If the complaint relates to the Managing Director, the matter will be dealt with by the Chairperson.

Appeals

If you are unhappy with the response to your complaint, you may request an appeal to be dealt with by the Chairperson. Where this is inappropriate to do so, we will refer you to the Legal Practice Board WA.