



Consumer Protection Customer Service Standards

As a division of the Department of Local Government, Industry Regulation and Safety (LGIRS), Consumer Protection oversees and enforces legislation that regulates most traders and businesses in Western Australia (WA). We play a vital role in building trust between consumers and industry, so both can thrive in a fair and transparent marketplace. We align our work with the LGIRS [Customer Service Charter](#), which helps guide the standards in this document.

1. Purpose

Our Customer Service Standards outline what you can expect from your dealings with Consumer Protection and how we work together to protect and empower consumers across the State.

2. Our commitment to you

Under the laws we administer, we promise to:

- Treat everyone with **respect and courtesy**.
- Act **ethically, fairly** and impartially.
- Provide **clear, accurate, and practical information** about your rights and responsibilities.
- Respond to enquiries and complaints **promptly and professionally** and keep you informed throughout your enquiry or complaint process.
- Act with **transparency and accountability** in all decisions.
- Use customer feedback to **continuously improve** how we support consumers and traders.
- Ensure our services are **accessible and inclusive** for all Western Australians, including people with disabilities, language needs, and diverse communities.
- Handle your personal information with care, in line with the LGIRS [Privacy Policy](#).

3. How you can help us

To enable Consumer Protection to ensure a high standard of service, we ask our customers to:

- **Provide accurate and relevant information.**
- **Engage respectfully** and courteously with our staff.
- **Respond promptly** to requests for further details.
- **Share feedback** to help us improve.

We have a responsibility to provide staff with a safe working environment and therefore do not accept:

- any abuse or discrimination, whether written or verbal; or
- any behaviour that causes anyone to feel intimidated, threatened, frightened or at risk.

If a customer displays any of the above behaviours when dealing with Consumer Protection, we may set limits or conditions on how they may engage with us.

4. Feedback

We value feedback and encourage you to help us improve our services by:

- Complimenting us on what we do well.
- Offering suggestions on what we might do differently.

You can provide your feedback via:

- Our online [form](#)
- Phone: **1300 30 40 54**
- Email: customerfeedback@lgirs.wa.gov.au.