

# Service Charter

**This Service Charter describes the Commission's commitment to service and outlines the overall standards of service those that engage with the Commission should expect.**

## Our Purpose

The Corruption and Crime Commission (CCC) exists within the Public Sector to give the Western Australian community confidence that public officers act with integrity and in the public interest.

The CCC has responsibility for assessing all allegations of serious misconduct within the Public Sector and ensuring they are appropriately dealt with by the CCC, an appropriate agency or the referring public organisation.

The CCC also has responsibility to help with the prevention of police misconduct. This includes assessing and reviewing any misconduct by employees of the WA Police.

Public Sector agencies have a responsibility to manage their corruption and misconduct risks. Along with the Public Sector Commission, the CCC has an important role in assisting Public Sector agencies to manage their misconduct risks.

## Our service standards

The CCC will:

- Act with the utmost integrity and treating people with impartiality and fairness.
- Provide clear advice and information to people who engage with the CCC.
- Provide an initial acknowledgement to a notification made by any person or organisation within 3 working days.

- Provide an update on the status or seek additional information regarding a notification within 30 days and if required again within 60 days.
- Inform any person notifying the CCC, when the CCC decides not to investigate a matter further.
- Inform any organisation notifying the CCC, when the CCC decides not to investigate a matter or refers it for an appropriate authority to investigate.
- Provide a response to general queries or feedback about the CCC within 10 working days.

## Providing feedback

The Commission welcomes feedback as a means to evaluate and improve our approach. Feedback can be provided by contacting us on the details provided at the bottom of the page.

## Taking a complaint further

If you have a complaint about the conduct of the Commission or its officers, and do not wish to raise it directly with us, or after dealing with us you are not satisfied with the outcome, you may refer the matter to the Parliamentary Inspector for the Corruption and Crime Commission by:

 [piccc@piccc.wa.gov.au](mailto:piccc@piccc.wa.gov.au)

 PO Box 5817 St Georges Terrace PERTH WA 6831