

Service Charter

This Service Charter sets out the Corruption and Crime Commission's commitment to service and outlines the overall standards of service you can expect when engaging with us.

Our Purpose

The Corruption and Crime Commission assesses, investigates and exposes serious misconduct in the Western Australian (WA) public service, along with misconduct and reviewable police action in the WA Police Force. The Commission also assists WA Police to combat the incidence of organised crime.

The Commission performs its function by:

- Receiving and assessing allegations of potential 'serious misconduct'.
- Conducting and overseeing investigations or investigating 'unexplained wealth' and intervening to disrupt criminal activity.
- Conducting investigations into allegations of serious misconduct.

For more information on how we handle allegations please see our [website](#).

Our goal

When dealing with allegations our goals are to ensure our processes are:

- Accessible and transparent;
- Occurs in a timely, efficient and effective manner; and
- Promote confidence in the oversight of and capacity building/prevention of corruption in public sector agencies and the WA Police.

Our Commitment

If you report an allegation to us, we will:

- Treat you with courtesy and sensitivity while respecting your interests, rights, safety, and welfare;
- Make honest, impartial and timely decisions;
- Respect your privacy and confidentiality;
- Exercise discretion appropriately;
- Where permitted, keep you informed about the outcomes of allegations; and
- Ensure outcomes, recommendations and reports are well considered.

Accountability

Information about the Commission's performance is published in our [annual reports](#).

The Commission reports on its performance to the WA Parliament and the Parliamentary Inspector of the Commission.

Feedback on our performance

The Commission welcomes feedback to evaluate and improve its approach. Feedback can be provided by contacting us on (08) 9215 4888 (general inquiries) or on 1800 809 000 (toll free) or by email info@ccc.wa.gov.au.

If you have a complaint about the conduct of Commission officers or an assessment decision, you may submit your concerns to the Parliamentary Inspector of the Corruption and Crime Commission by email or post:




piccc@piccc.wa.gov.au



PO Box 5817 St Georges Terrace PERTH WA 6831

Contact the Corruption and Crime Commission

 Level 5, 45 Francis Street
Northbridge WA 6003

 General Enquiries (08) 9215 4888
Report Corruption 1800 809 000

 www.ccc.wa.gov.au

 info@ccc.wa.gov.au

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