

## External Complaints Register

The Environment Protection Authority (EPA) is committed to ensuring that it manages and responds to external complaints.

The EPA considers an external complaint to be:

*A formal expression of dissatisfaction with an action taken, decision made or service provided by the EPA, or a delay or failure in providing a service, taking an action, or making a decision, which has been sent to the EPA where a response is expected.*

An external complaint does not include:

- a request for a review or an appeal where there is a legal right to request one. Those reviews or appeals will follow the legislative review or appeal procedure
- issues with media releases written by third parties
- vexatious or repetitive matters may be escalated to other forums such as the Integrity Commission – depending on the issue
- environmental complaints or notifications of any alleged breaches of law by third parties
- a request for service
- a request for information.

The [Administrative Complaints Handling Policy & Procedure](#) details the EPA approach to handling of complaints.

This register shows external complaints for the period 1 July 2022 to 30 June 2023. This register will be updated annually.

### Formal complaints received

Date of complaint	Nature of complaint	Outcome of complaint, including any actions
Nil	Nil	Nil

### Formal complaints referred to the Integrity Commission or Ombudsman

Date of referral	Referred to	Nature of complaint	Outcome of referral
Nil	Nil	Nil	Nil