

# HOW DID WE HELP YOU?

Email  
[cab@cabwa.com.au](mailto:cab@cabwa.com.au)

Are you happy with the services provided by CAB?

Visit our website and complete our [feedback form](#)

Are you dissatisfied with the services provided by CAB?

Speak to a staff member informally

Email  
[cab@cabwa.com.au](mailto:cab@cabwa.com.au)

Is the issue resolved?

YES

**citizens  
advice  
bureau**

NO

Make a formal complaint

Who is the complaint about?

Information and Referral  
Volunteer and Client Services  
Coordinator  
[manager@cabwa.com.au](mailto:manager@cabwa.com.au)

Legal Advice  
Principal Legal Officer  
[solicitor@cabwa.com.au](mailto:solicitor@cabwa.com.au)

Mediation Service  
[mediation@cabwa.com.au](mailto:mediation@cabwa.com.au)

Is your issue resolved?

**YES.**

END OF COMPLAINT PROCESS

**NO.**

EMAIL  
CAB'S CEO  
[CEO@CABWA.COM.AU](mailto:CEO@CABWA.COM.AU)

WRITTEN COMPLAINTS WILL BE ACKNOWLEDGED BY CAB WITHIN **FIVE** WORKING DAYS FROM RECEIPT AND WE AIM TO RESOLVE THOSE COMPLAINTS WITHIN **20** WORKING DAYS