

WHO WE ARE AND WHAT WE DO

At RWAA, we want to build a sustainable future for the West Australian racing industry and our participants. That's why we are optimising greyhound welfare to maintain current and future racing volumes, population and commercial performance of the code.

OUR SERVICE STANDARDS

We want to enhance the customer experience for all greyhound racing industry participants and the general community. Thereby, we have set the following service standards so that you know what to expect when dealing with us.

SUPPORT YOUR SERVICE NEEDS BY



- Responding to general queries, transactional requests or problems
- Sharing accurate, consistent and clear information to address your service needs
- Utilising an apt channel or medium to dissipate information

ASSISTANCE PROVIDED BY OUR CUSTOMER OFFICERS



- Being attentive to your requests
- Always communicating in a courteous, knowledgeable and professional manner
- Being empathetic to complaints or issues and striving towards a timely response

WORKING WITH YOU TO FIND A SOLUTION



- Aiming to help address your complaints/issues/requests
- Maintaining a proactive and regular communication with you
- Being transparent and accountable to provide a resolution you are satisfied with ; explaining our reasoning if it cannot be achieved

HOURS OF OPERATION

Our normal business hours are

Monday to Friday, 8.00am – 4.00pm ; excluding public holidays



We aim to connect you with a Customer Service Officer on phone within 20 seconds



We aim to acknowledge your email and provide an initial response within 48 hours



We aim to acknowledge written queries and provide an initial response within 5 business days



Promptly acknowledge and assist visitors at our reception counter

LICENSES

- Contact applicants within 48 hours of receiving a license application if further information is required



- Review and process new owner license applications within 1 to 6 business days
- Review and process new trainer license applications within 10 to 45 business days

REGISTRATIONS / TRANSFER OF OWNERSHIP

- Contact applicants within 48 hours of receiving a registration application if further information is required
- Review and process ownership applications within 2 to 7 business days

INTEGRITY COMPLAINT ASSESSMENT AND INVESTIGATIONS / INQUIRIES



- For formal complaints, provide acknowledgement of receipt of the complaint within 7 days

- Scratchings released by 9:30am daily, for each race day
- Grading enquiries addressed within 1 business day
- Fields released by 2:30pm daily, (in advance) for race meetings and trials

GRADING SERVICES



GENERAL FEEDBACK FOR STAFF / SERVICES

- Contact participant within 48 hours of receiving feedback if further information is required
- Review and provide update to participant within 5 business days

- Contact complainant within 28 days of receipt of the complaint with the outcome. If investigation is not complete or outcome still outstanding, then advise complainant on the progress within 28 days.

TELL US HOW WE ARE DOING



If we've exceeded your expectations

When you share your positive customer experience with us, it helps us to acknowledge the efforts of our staff and replicate best practice across the department.



If we don't meet your expectations

We are committed to an effective and efficient complaint handling whilst recognizing the need to be fair and open when dealing with complaints.

General Feedback regarding greyhound services can be provided [here](#)

To provide information or make a complaint regarding an integrity related issues, please visit the Integrity Complaints page [here](#)

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