

## Making a complaint

Do you have a problem with a WA public authority?



Talk to someone at the public authority first.



If your problem is not fixed, talk to the public authority's complaint section.

If your problem is still not fixed, call the **Ombudsman**

You can talk to us using the Interpreter Service or National Relay Service.

If we think we can help, we may ask you to write to us. You can ask us or someone else for help to write down your complaint.



We will look at your complaint and tell you what we can do. Sometimes we are not the right people to help but we will help you find who can.



If we can do something, we may ask you or the public authority you are complaining about for more information.



We will let you know the result. If we find that something is wrong, we will talk to you and the public authority about fixing it.


## Contact us

You can ask us for information, lodge a complaint or send us feedback by phone, mail, email or via our website.

The Ombudsman's office is open from Monday to Friday between 8.30am and 4.30pm.

Call  
(08) 9220 7555  
or  
1800 117 000  
(free call from landlines)

 **Interpreter Service** 131 450

 **National Relay Service**  
Quote 08 9220 7555

- TTY 133 677
- Voice-only (speak & listen) 1300 555 727
- SMS Relay Text 0423 677 767

**Email** [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

### Write to

PO Box Z5386 St Georges Terrace  
Perth WA 6831

### Office

Level 2, 469 Wellington Street  
Perth WA 6000

**Web** [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

**Ombudsman Western Australia** 

# Making a complaint to the Ombudsman

Fair • Independent • Accountable

**Ombudsman**  
**Western Australia** 

# Ombudsman Western Australia

## About the Ombudsman

The Ombudsman is an independent and impartial person who investigates and resolves complaints about Western Australian public authorities.

## What we can investigate

We can investigate complaints about the decision making and practices of WA public authorities to find out if they are lawful, fair and reasonable.

These include complaints about public services such as:

- health
- education
- housing
- local government
- transport
- child protection
- prisons
- universities

## What we can't investigate

We can't investigate complaints about:

- Private individuals or organisations such as banks, shops, trades people or neighbours;
- Decisions by Government Ministers, courts of law and some other officials; or
- Matters that can be dealt with by a court or tribunal or matters older than 12 months (some exceptions may apply).

## We are here to help

If we cannot help you, we will try and put you in contact with someone who can.

## It's OK for you to complain

If you think you have been treated unfairly by a public authority, you can make a complaint.

You should try to fix the problem with the public authority first.

### Public authorities include:

- **WA government agencies** including departments, statutory authorities and boards
- **Local governments** including cities, towns and shires
- **Universities**

If you are not satisfied with the public authority's response, you can make a complaint to the Ombudsman.

The complaint must be about something that happened to you or affected you personally. A complaint can be made by a person or group of people.

If you are unable to act for yourself, another person may be able to assist you.

## Your complaint is confidential

The information you provide about the complaint and about yourself will only be used for assessing and investigating your complaint, or as required by law.

## Our services are free

All Ombudsman services are free to everyone.

## How to make a complaint

Your complaint must be in writing. You can ask us or someone else to help you write your complaint. Your complaint should provide details of the issue you want to complain about and the outcome you are seeking.

A complaint form is available to print or complete online on our website at

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

You can also write to us or lodge your completed complaint form by post or email, or bring it to our office.

## What we do with your complaint

We will consider your complaint and decide whether to investigate. We will let you know the outcome.

If we investigate, we don't take sides and will listen to both you and the public authority. If we find something is wrong, we will talk to you and the public authority about fixing the problem for you.

We may recommend that the public authority makes changes to the way it works to prevent the same thing happening again.

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Independent  
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