

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

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

Ombudsman Western Australia 

Making a complaint to the Ombudsman

Fair • Independent • Accountable

Ombudsman
Western Australia 

Who is the Ombudsman?

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

Public authorities include:

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

Who can make a complaint?

Anyone who thinks they have been unfairly treated by a public authority 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.

When should you complain to the Ombudsman?

You should try to fix the problem with the public authority first. If you are not satisfied with their response or there is an unreasonable delay or there are reasons why you are unable to contact them, you can contact us.

What can the Ombudsman investigate?

The Ombudsman 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

Is there anything the Ombudsman cannot investigate?

We cannot 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;
- Matters that can be dealt with by a court or tribunal or matters older than 12 months (some exceptions may apply).

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

Is your complaint confidential?

The Ombudsman's investigations are subject to strict confidentiality provisions under our governing legislation. 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.

What will it cost?

Nothing. Our services are free.

How do you complain?

You can call or email us to discuss the problem.

Your complaint must be in writing. You can ask us or someone else to help you if it is hard to write your complaint. You will need to provide us with details of the issue you want to complain about and any relevant documents.

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

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 do we do with your complaint?

We will look at 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 also recommend that the public authority makes changes to the way it works to prevent the same thing happening to you or someone else in the future.

The Ombudsman seeks to resolve complaints as soon as possible but some more complex complaints can take longer.

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Independent
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