



Hints and tips for public authorities

At any time, you can offer to provide a remedy for the complainant or improve your practices to resolve the complaint.

- Referring the complainant back to you in the first instance is generally the most effective way to resolve a complaint quickly. Effective internal complaint mechanisms are an important part of this process.
- When we first contact you, please identify the most appropriate person to assist us with our enquiries and with sufficient authority to resolve the matter.
- If we ask you for information, please talk to us about the best way for you to provide it without creating unnecessary burden for you.
- Timely resolution of complaints assists in providing good outcomes for complainants and public authorities. You can help by responding promptly to the Ombudsman's requests for information.
- Contact us at any time during the process to ask for clarification or advice.

* For a full explanation of the assessment process, see the Ombudsman's information sheet *How we assess complaints*