The term ‘public authority’ refers to State Government departments, prisons, hospitals, schools and technical colleges, local governments, public universities and relevant boards and tribunals.

Ombudsman Western Australia

INFORMATION SHEET

Ombudsman’s complaint resolution process

Information for public authorities

The term ‘public authority’ refers to State Government departments, prisons, hospitals, schools and technical colleges, local governments, public universities and relevant boards and tribunals.

Receive complaint

Assess complaint to determine extent of Ombudsman involvement*

No jurisdiction (cannot investigate) or discretion exercised not to investigate

Advise complainant. Refer to an alternative body if appropriate

Complainant has not yet lodged complaint with public authority

Generally ask complainant to do this first and contact us again if not satisfied

If investigating, advise public authority and gather initial information

Explore options for resolution with complainant and public authority

If unresolved, undertake further investigation if required

Form a preliminary view and seek comments from any public authority adversely affected

Review any comments received and determine appropriate suggestions or recommendations

Advise complainant and public authority of outcomes. Close complaint

Hints and tips

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