Ombudsman WA Publications

The following guidelines, information sheets and forms are available in the Publications section of our website at [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au). If you require any assistance with our publications, please contact the Publications Manager on (08) 9220 7555.

### About the Ombudsman
- Ombudsman WA Brochure
- How We Assess Complaints
- Ombudsman WA Summary A4 Poster
- Ombudsman WA Summary Flyer
- It’s OK to complain – Poster for Young People (two versions)
- It’s OK to complain – Postcard for Young People (two versions)
- It’s OK to complain – Flow Chart for Young People (two versions)
- It’s OK to complain – Information Sheet for Young People

### Making a complaint
- How to complain to the Ombudsman
  (Also available in Arabic, Amharic, Croatian, Chinese Simplified, Chinese Traditional, Cocos-Malay, Dari, Indonesian, Italian, Japanese, Persian, Serbian, Somali, Spanish and Vietnamese)
- Making a complaint to the Ombudsman - Summary Information Sheet
- Making a Complaint to a State Government Agency
- Complaints from overseas students
  (Also available in Chinese Simplified, Chinese Traditional, Hindi, Indonesian and Malay)

### How complaints are handled
- Ombudsman’s complaint resolution process - Information for Complainants
- How We Assess Complaints
- Assessment of Complaints Checklist
- Being Interviewed by the office of the Ombudsman
- Requesting the Review of a Decision

### Guidelines and Information for Public Authorities
- Ombudsman’s complaint resolution process - Information for public authorities
- Information for Boards and Tribunals
- Good Record Keeping

#### Decision Making:
- Exercise of discretion in administrative decision making
- Dealing with Unreasonable Complainant Conduct
- Remedies and Redress

#### Complaint Handling:
- Effective handling of complaints made to your organisation - An Overview
- Complaint Handling Systems Checklist
- Making your complaint handling system accessible
- Guidance for Complaint Handling Officers
- The principles of effective complaints handling
- Dealing with unreasonable complainant conduct

#### Conducting Investigations:
- Conducting administrative investigations
- Investigation of Complaints
- Procedural Fairness (Natural Justice)
- Giving reasons for decisions

#### Management of Personal Information:
- Management of Personal Information
- Management of Personal Information Checklist
- Good Practice Principles for the Management of Personal Information

### Forms
- Ombudsman WA Complaint Form
- Ombudsman WA Authority to Act Form
- Ombudsman WA Authority to Release Information
- Complaint Form for overseas students