

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.

General Publications
<ul style="list-style-type: none">• Ombudsman WA DL Brochure (Hard copy only on request)• How We Assess Complaints• Ombudsman WA Simplified A4 Poster• Ombudsman WA Simplified Information Sheet• Ombudsman WA Simplified DL (Hard copy only on request)
For Complainants
<ul style="list-style-type: none">• 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)• Ombudsman's complaint resolution process - Information for Complainants• Making a Complaint to a State Government Agency• Assessment of Complaints Checklist• Being Formally Interviewed by the Ombudsman• Requesting the Review of a Decision• Complaints from overseas students (Also available in Chinese Simplified, Chinese Traditional, Hindi, Indonesian and Malay)
For Agencies
<ul style="list-style-type: none">• Ombudsman's complaint resolution process - Information for public authorities• About the Ombudsman - Information for public sector agencies• About the Ombudsman - Information for local governments• About the Ombudsman - Information for universities• 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• Conducting administrative investigations• Investigation of Complaints• Procedural Fairness (Natural Justice)• Giving reasons for decisions• Exercise of discretion in administrative decision making• Dealing with Unreasonable Complainant Conduct• Remedies and Redress• Good Record Keeping• Information for Boards and Tribunals
For Prisons
<ul style="list-style-type: none">• Complaining to the Ombudsman - Information for Prisoners
Forms - click here to go to Forms Page on Ombudsman WA website
<ul style="list-style-type: none">• Ombudsman WA Complaint Form• Ombudsman WA Authority to Act Form• Ombudsman WA Authority to Release Information• Complaint Form for overseas students

If you require any assistance with our publications, please contact the Publications Manager on (08) 9220 7555.

Ombudsman Western Australia

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