

Do you have a complaint about a State Government department or agency or a city, town or shire? The Ombudsman may be able to help.

The Ombudsman is an independent and impartial person who investigates complaints from members of the public about the administrative practices of Western Australian public authorities which includes government departments, statutory authorities, local governments, prisons, schools, TAFE colleges, universities, cities, towns and shires.

The Ombudsman's mission is to serve Parliament and Western Australians by:

- Resolving complaints about the decision making of public authorities; and
- Improving the standard of public administration.

The Ombudsman helps agencies improve their administrative standards by:

- Identifying causes of problems and making recommendations for changes to procedures, practices, policies or legislation to prevent similar problems occurring; and
- Encouraging public sector agencies to establish their own internal complaint handling systems.

The Ombudsman's services are free to everyone.

Making a complaint

If you make a complaint to the Ombudsman, it must be about something that happened to you or affected you personally in your dealings with a Western Australian public authority. You should try to resolve the problem with the authority concerned before making a complaint to the Ombudsman. If you are not sure whether the authority you want to complain about is one the Ombudsman can investigate, please contact us for advice.

The Ombudsman cannot investigate private organisations and individuals such as:

- Banks, shops or trades people;
- Disputes between private individuals (such as problems between neighbours); or
- Decisions by Government Ministers, courts of law and some other officials.

The Ombudsman does not normally investigate complaints about issues that you have known about for more than 12 months before complaining or those that can be reviewed by or appealed to a court or tribunal. If we cannot deal with your complaint, we will explain why and, where appropriate, help you contact another agency or person that may be able to help. The Ombudsman does not give legal advice.

The Ombudsman's office only accepts written complaints, which are then considered for investigation. You must provide the Ombudsman with details of the issue you want to complain about, including any relevant documents or correspondence. A complaint form is available from our office or website. In some circumstances, you may be able to authorise another person to complain on your behalf. If the Ombudsman decides to investigate your complaint, the authority concerned will be contacted for more information. If necessary, you may be asked to provide further details.

Contact us

You can lodge your complaint by post, fax or email, or deliver it directly to our office using the contact details listed below. If you need the assistance of an interpreter to contact us, phone the Department of Immigration and Citizen's approved Translating and Interpreting Services (TIS) National on 131 450 which is available 24 hours a day, seven days a week for any person or organisation in Australia.

Ombudsman Western Australia

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The Complaints Management Process

