

Appendix 2 - Publications

The following publications are available electronically on the Ombudsman's website at www.ombudsman.wa.gov.au and in hard copy by request to mail@ombudsman.wa.gov.au:

Brochures

[Ombudsman Western Australia](#)

Guidelines and Fact Sheets

[Being interviewed by the Ombudsman](#)

[How we assess your complaint](#)

[Assessment checklist](#)

[Requesting the review of a decision](#)

[Making a complaint to a State Government agency](#)

[Procedural fairness](#)

[Good record keeping](#)

[Dealing with unreasonable complainants](#)

[Overview of the complaint investigation process](#)

[Investigation of complaints](#)

[Guidelines for conducting administrative investigations](#)

[The Ombudsman's redress guidelines](#)

[Information for boards and tribunals](#)