

Make a complaint to the Ombudsman



www.ombudsman.wa.gov.au



There is a problem.

You are not happy with

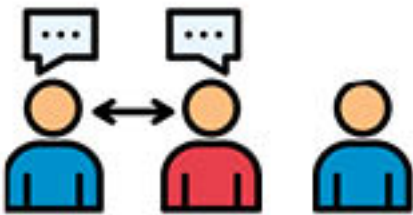
- a State government service
- a local government service



Like if staff

- did not listen to you
- did not respect you
- talked in a way you can not understand

Or



- did not give you time to talk
- talked to your support person only

Or



- they did something you think is not good
- they made a mistake



You tell them about your problem.

But



You still have the problem.

You are not happy.



We may be able to help you.

We are the Ombudsman of
Western Australia.



You tell us your problem.

We call it a **complaint**.



You are not sure we can help you.

That is OK.

You can ask us.

We may not be able to help you.

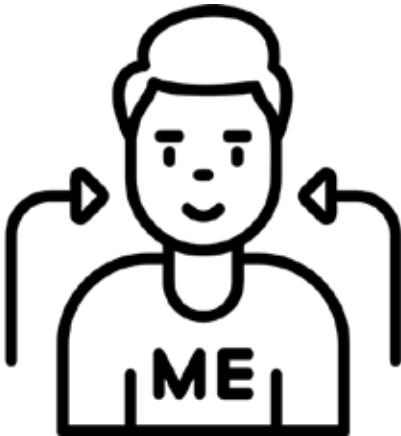
But



We will tell you where you can go for help.



Who can make a complaint?



You can make a complaint.

Or



You can ask someone else to do the complaint.

Like

- a person from your family
- a carer
- a person you trust



We need to know you are OK with this.



How to do the complaint

Tell us about your problem.



Call 1800 117 000.

Or



National Relay Service

Ask them to call 08 9220 7555.

Or



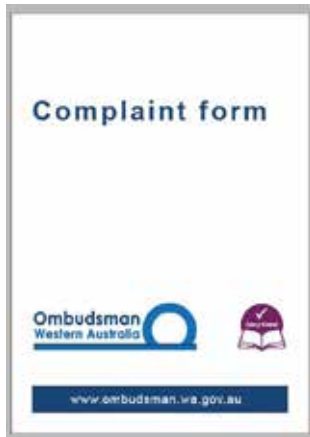
Interpreter

Call 131 450.

Ask them to call 08 9220 7555.

Do the complaint form on our website.

www.ombudsman.wa.gov.au



Or

Ask for the complaint form.

Ask for the Easy Read form.



Do the questions.

Email to

mail@ombudsman.wa.gov.au

Or

Send to



Ombudsman WA
PO Box Z5386 St Georges Tce
PERTH WA 6831

What do we do?



We listen to you.

We help you for free.



We can help you.

We talk about what you can do.



The phone call fixes the problem.

Or



We can help you.

But



We can not fix the problem over the phone.

We will write to you.

It says

- we have your complaint form
- what we will do next.





We look at your problem.

We may talk to

- you
- the service you have the problem with
- other people you have asked to help you.



We tell you

- what we can do to fix the problem.

Or



- we can not fix the problem.



It may take a long time to work out what to do.

We will tell you what we are doing. We will

- call you

or

- write to you



Sometimes you work out the problem.

You do not need our help now.
That is OK.

Tell us. We will stop our work.



More information



Call 1800 117 000

(free from landlines and most mobiles)

Or



Go to

www.ombudsman.wa.gov.au

Look for Easy Read on the home page.

Images

We have used images from



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This booklet was made in July 2024.

We have used words from

the Ombudsman Western Australia Information Sheet

- Making a complaint to the Ombudsman

and

the New South Wales Ombudsman Easy Read booklet

- There is a problem



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