



Hints and tips for complainants

- Talk to our Enquiry and Investigating Officers during the process if you have questions or need help.
- We may not be able to help you with your complaint. When this happens, we will try to give you the details of someone who might be able to help.
- Tell us what you hope to achieve from your complaint. We will let you know if this may be possible through our process.
- We may ask you to try to sort things out with the public authority first. This is often the quickest and best way to get your complaint fixed. If it is still not resolved, or there is no response in a reasonable time, come back to us.
- If we investigate your complaint, we may contact you for more information. If you keep relevant documents and respond to our requests as soon as possible, it will help us resolve your complaint more quickly.
- You can give someone permission to act for you when you make a complaint (like a family member, community group or advocate) by signing an **'Authority to Act'** form

Remember, the Ombudsman is independent and does not act for either party.

* For a full explanation of the assessment process, see the Ombudsman's information sheet *How we assess complaints*