

Do you have a complaint about a Western Australian Government agency, local government or university that you can't fix with them? The Ombudsman may be able to help. Our services are free.

The Ombudsman is an independent and impartial person who investigates and resolves complaints from members of the public about Western Australian public authorities. Public Authorities include:

- WA government agencies including departments, statutory authorities and boards;
- Local governments including cities, towns and shires; and
- Universities.

What can the Ombudsman investigate?

The Ombudsman can investigate complaints about the decision making and practices of WA public authorities to find out if they are lawful, fair and reasonable.

These include complaints about public services such as:

- health
- education
- housing
- local government
- transport
- child protection
- prisons
- universities

Is there anything the Ombudsman cannot investigate?

We cannot investigate complaints about:

- Private individuals or organisations such as banks, shops, trades people or neighbours;
- Decisions by Government Ministers, courts of law and some other officials; or
- Matters that can be dealt with by a court or tribunal or matters older than 12 months (some exceptions may apply).

If we cannot help you, we will try and put you in contact with someone who can.

The Ombudsman helps public authorities improve their administrative practices for the benefit of all Western Australians by identifying causes of problems and making recommendations for changes to procedures, practices, policies or legislation to prevent similar problems occurring.

The Ombudsman's services are free to everyone.

Is your complaint confidential?

The Ombudsman's investigations are subject to strict confidentiality provisions under our governing legislation. The information you provide about the complaint and about yourself will only be used for assessing and investigating your complaint, or as required by law.

How do you complain?

You can telephone our office to discuss the problem. Your complaint must be in writing. You can ask us or someone else to help you if it is hard to write your complaint. You will need to provide us with details of the issue you want to complain about and any relevant documents. A complaint form is available to print or complete online on our website at www.ombudsman.wa.gov.au. You can also write to us or lodge your completed complaint form by post or email.

What do we do with your complaint?

We will look at your complaint and decide whether to investigate. We will let you know the outcome. If we investigate, we don't take sides and will listen to both you and the public authority. If we find something is wrong, we will talk to you and the public authority about fixing the problem for you. We may also recommend that the public authority makes changes to the way it works to prevent the same thing happening to you or someone else in the future.

The Ombudsman seeks to resolve complaints as soon as possible but some more complex complaints can take longer.

Making a complaint

Do you have a problem a WA public authority?

Talk to someone at the public authority first.

If your problem is not fixed,
talk to the public authority's complaint section.

If your problem is still not fixed, call the Ombudsman.

You can talk to us using the Interpreter Service or National Relay Service if you wish.

If we think we can help, we may ask you to write to us.
You can ask us or someone else to help write down your complaint.

We will look at your complaint and tell you what we can do.
Sometimes we are not the right people to help but we will help you find who can.

If we can do something,
we may ask you or the public authority you are complaining about for more information.

We will let you know the result.
If we find that something is wrong, we will talk to you and the public authority about fixing it.

Ombudsman Western Australia

Call us 08 9220 7555 or **Freecall** 1800 117 000 (toll free from landlines)



Interpreter 131 450



National Relay Service Quote 08 9220 7555

TTY 133 677

Voice-only (speak and listen) 1300 555 727

SMS Relay Text 0423 677 767

Use the online form at our website www.ombudsman.wa.gov.au

Email us at mail@ombudsman.wa.gov.au

Write to us at PO Box Z5386 St Georges Terrace Perth WA 6831