

# Ombudsman WA Publications

The following guidelines, information sheets and forms are available in the Publications section of our website at [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au). If you require any assistance with our publications, please contact the Publications Manager on (08) 9220 7555.

<b>About the Ombudsman</b>	
<ul style="list-style-type: none"> <li>• Ombudsman WA Brochure</li> <li>• How We Assess Complaints</li> <li>• Ombudsman WA Summary A4 Poster</li> <li>• Ombudsman WA Summary Brochure</li> <li>• It's OK to complain – Poster for Young People (two versions)</li> <li>• It's OK to complain – Postcard for Young People (two versions)</li> <li>• It's OK to complain – Flow Chart for Young People (two versions)</li> <li>• It's OK to complain – Information Sheet for Young People</li> </ul>	
<b>Making a complaint</b>	
<ul style="list-style-type: none"> <li>• Making a complaint to the Ombudsman Translated Information Sheets in Arabic, Burmese Chinese Simplified, Chinese Traditional, Cocos-Malay, Dari, Indonesian, Italian, Japanese, Karen, Korean, Somali, Spanish and Vietnamese</li> <li>• Making a complaint to the Ombudsman - Summary Information Sheet</li> <li>• Making a Complaint to a State Government Agency</li> <li>• Complaints from overseas students (Also available in Chinese Simplified, Chinese Traditional, Hindi, Indonesian and Malay)</li> </ul>	
<b>How complaints are handled</b>	
<ul style="list-style-type: none"> <li>• Ombudsman's complaint resolution process - Information for Complainants</li> <li>• How We Assess Complaints</li> <li>• Assessment of Complaints Checklist</li> <li>• Being Interviewed by the office of the Ombudsman</li> <li>• Requesting a review of a decision about a complaint to the Ombudsman</li> </ul>	
<b>Guidelines and Information for Public Authorities</b>	
<ul style="list-style-type: none"> <li>• Ombudsman's complaint resolution process - Information for public authorities</li> <li>• Information for Boards and Tribunals</li> <li>• Good Record Keeping</li> </ul> <p><b>Decision Making:</b></p> <ul style="list-style-type: none"> <li>• Exercise of discretion in administrative decision making</li> <li>• Dealing with Unreasonable Complainant Conduct</li> <li>• Remedies and Redress</li> </ul> <p><b>Complaint Handling:</b></p> <ul style="list-style-type: none"> <li>• Effective handling of complaints made to your organisation - An Overview</li> <li>• Complaint Handling Systems Checklist</li> <li>• Making your complaint handling system accessible</li> <li>• Guidance for Complaint Handling Officers</li> <li>• The principles of effective complaints handling</li> <li>• Dealing with unreasonable complainant conduct</li> </ul> <p><b>Conducting Investigations:</b></p> <ul style="list-style-type: none"> <li>• Conducting administrative investigations</li> <li>• Investigation of Complaints</li> <li>• Procedural Fairness (Natural Justice)</li> <li>• Giving reasons for decisions</li> </ul> <p><b>Management of Personal Information:</b></p> <ul style="list-style-type: none"> <li>• Management of Personal Information</li> <li>• Management of Personal Information Checklist</li> <li>• Good Practice Principles for the Management of Personal Information</li> </ul>	
<b>Forms</b>	
<ul style="list-style-type: none"> <li>• Ombudsman WA Complaint Form</li> <li>• Ombudsman WA Reasons for Representation Form</li> </ul>	<ul style="list-style-type: none"> <li>• Complaint Form for overseas students</li> </ul>

## Ombudsman Western Australia

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