



Ombudsman Western Australia

It's OK to complain

We're here to help

What can you complain about?

- Are you unhappy about the way you have been treated?
- Have they made a mistake and won't fix it?
- Are you feeling unsafe and they won't listen?

We may be able to help.

Who can you complain about?

- Public schools, TAFEs and universities
- Child Protection
- Local councils (City, Town or Shire)
- Public housing
- Public hospitals
- Other State Government agencies

How do we help?

- Our service is **free** and **confidential**.
- The Ombudsman is a person who has a special role to receive and resolve complaints. It's important to tell someone about your problem so something can be done.
- We will listen to you. We are independent and we don't take sides.
- We can investigate, and if we find the agency has made a mistake or done the wrong thing, we can ask them to fix it or recommend changes.
- Don't worry – even if we can't help, we'll help you find the right place.

www.ombudsman.wa.gov.au/youth

Contact us

Call us **(08) 9220 7555**

Freecall **1800 117 000**
(free from landlines)

Interpreter Service **131 450**

Email:
mail@ombudsman.wa.gov.au

Web:
www.ombudsman.wa.gov.au/youth

Tips for making your complaint

We may ask you:

- For your contact details and if you are under 18
- What happened?
- When and where did it happen?
- Have you tried to speak to anyone about your complaint already?

Did you know:

- You can ask someone else to contact us for you.
- You can ask us to talk to other people for you about your complaint (like your parent, guardian or social worker).

Publications

Poster for young people aged 5-10

Poster for young people aged 10+

Children and Young People
Information Sheet

'Have you got a complaint?' Poster
for young people aged 5-10

'Have you got a complaint?' Poster
for young people aged 10+

Postcard for young people aged 5-10

Postcard for young people aged 10+

To request printed copies of our
publications, contact us on
9220 7555 or
mail@ombudsman.wa.gov.au.



Ombudsman Western Australia

Our work with young people

Our role

The Ombudsman is an independent officer of the Western Australian Parliament. One of the Ombudsman's principal functions is to receive, investigate and resolve complaints about public authorities (including State Government departments, statutory authorities and boards, local governments and universities).

The Ombudsman provides a free, independent and impartial service to assist members of the public to resolve their complaints. For more information, see the About us and How to make a complaint sections of our website.

How the community sector can help

The Ombudsman recognises the vital role that the community sector plays in the lives of vulnerable people, including children and young people.

If your organisation provides support, care, information or other services to children and young people:

- Be aware of the Ombudsman's role in handling complaints about government administration.
- The Ombudsman can be a first point of contact for complaints and concerns affecting children and young people – if we aren't able to help, there is a good chance we know who can.
- You may contact us on behalf of a child or young person about complaints or concerns (with their consent).
- You may refer children and young people to us.

You can contact us for more information about what we do, or ask us to meet with you to talk about our role.

How public authorities can help

State Government department and agencies, local governments and universities provide services to children and young people and their families. As such, issues may arise resulting in a child or young person complaining to the agency, or complaining about the agency to the Ombudsman.

Agencies should consider that often, for a child or young person, making a complaint is a big deal. Agencies should be mindful of the needs of children and young people when they make a complaint, and during the complaints process.

Resources

Making your complaint handling system accessible guidelines

Are you listening? – Complaints guidelines published by the Commissioner for Children and Young People.

Australian Standard AS/NZS 10002:2014 *Guidelines for complaint management in organizations*

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Our commitment

The Ombudsman recognises that young people under 18 use complaint systems less than other people. The Ombudsman is committed to raising awareness of the Ombudsman's role and making the office's services accessible to all.

Complainants can come to the Ombudsman at any stage in the complaint process. The Ombudsman can, and does, take a proactive approach when dealing with complaints made by children and young people.

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