

How do you complain?

The Ombudsman's office only accepts written complaints. You must provide us with details of the issue you want to complain about, including any relevant documents. A complaint form is available from our office or website.

You can lodge your complaint by post, fax or email, or deliver it directly to the office.

You may also visit or telephone our office and discuss the problem with a staff member. We will tell you if we can look into the matter and, if necessary, help you prepare a written complaint.

What happens when you make a complaint?

Your complaint will be considered and the Ombudsman will decide whether to investigate.

If the Ombudsman does investigate, the government agency concerned will be contacted for additional information. If necessary, we may ask you to provide further details.

When the investigation is complete, the Ombudsman will write to you to tell you the outcome and advise you of any recommendations made to the agency to correct the problem and prevent it happening again.

Ombudsman Western Australia

The Ombudsman's office is open from Monday to Friday between 8.30am and 5.00pm.

Street Address

Level 2, Albert Facey House,
469 Wellington Street Perth WA 6000

Postal Address

PO Box Z5386 St Georges Terrace
Perth WA 6831

Telephone 08 9220 7555

Freecall 1800 117 000
(outside metropolitan area only)

Fax 08 9220 7500

Interpreter Service 131 450

National Relay Service 1800 555 727

Email mail@ombudsman.wa.gov.au

Website www.ombudsman.wa.gov.au

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Do you have a complaint about a State Government department or local government?

The Ombudsman may be able to help

What does the Ombudsman do?

The Ombudsman is an independent and impartial person who investigates complaints about the administrative practices of Western Australian public sector agencies.

After an investigation, the Ombudsman may recommend that action be taken by the agency to correct the problem and prevent it happening again.

By undertaking investigations, the Ombudsman helps agencies improve their administrative standards by:

- identifying the causes of problems and making recommendations for changes to procedures, practices, policies or legislation that will prevent similar problems occurring
- encouraging public sector agencies to establish their own internal complaint handling systems.

The Ombudsman also investigates disclosures made under the *Public Interest Disclosure Act 2003* where they concern matters within the Ombudsman's jurisdiction.

Who can complain?

A complaint can be made by any person (or group of people) or a company, partnership, association or club.

You should try to resolve the problem with the government agency concerned before making a complaint to the Ombudsman.

If you make a complaint, it must be about something that happened to you or affected you personally in your dealings with a Western Australian government agency.

In some circumstances, you may be able to authorise another person to complain on your behalf. You can discuss this with a member of our staff.

What can the Ombudsman investigate?

The Ombudsman can investigate complaints about the administrative practices of:

- Western Australian government departments
- statutory authorities
- local governments.

This includes prisons, schools, TAFE colleges, universities, cities, towns and shires.

If you are not sure whether the government agency you want to complain about is one the Ombudsman can investigate, please contact us for advice.

What will it cost?

Nothing. The Ombudsman's services are free.

What the Ombudsman cannot do

The Ombudsman cannot look into complaints about:

- private organisations and individuals such as banks, shops or tradespeople
- disputes between private individuals such as problems between neighbours
- decisions by Government Ministers, courts of law and some other officials.

The Ombudsman does not normally investigate complaints about issues that:

- you have known about for more than twelve months before complaining
- can be reviewed by or appealed to a court or tribunal.

If we are unable to deal with your complaint, we will explain why and, where appropriate, help you contact another agency or person that may be able to help.

The Ombudsman does not give legal advice.

