

# Ombudsman Western Australia

## INFORMATION SHEET

### Making a complaint to the Ombudsman

**Are you having problems with a State Government agency,  
a local government (shire) or your electricity, gas or water  
services provider that you can't fix with them?**

**Then talk to us. We might be able to help you and it's free.**

#### Who is the Ombudsman?

The Ombudsman is not connected to any government agency and is a neutral person who looks into complaints made by the public about government services.

The Ombudsman can also help government organisations to improve the way they run, by suggesting strong, positive changes.

#### What can we help with?

We can look into complaints about things that go wrong when you're dealing with:

- State Government agencies or departments;
- Local governments (shires);
- Public schools, universities and TAFE colleges;
- Prisons;
- Public hospitals; and
- Electricity, gas or water services providers.

Firstly, you need to talk to the organisation involved. This is usually the best way to sort out your problem. If there is still a problem, then you can contact the Ombudsman.

#### How do you make a complaint?

1. Your complaint must be about something that has affected you personally.
2. You can call and talk with us first. Ring **1800 117 000** (toll free for country callers) or **(08) 9220 7555**.
3. We can help you put your complaint in writing or you can get someone else to help you.
4. Once we get your complaint, we will decide if it is something we can help you with. If we can't help, we will tell you who else might be able to.
5. If it is something we can look at, we will talk to you and the government organisation involved.
6. If we think there is something the government organisation could do better, we can ask them to fix it and stop it happening again.

#### Ombudsman Western Australia

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