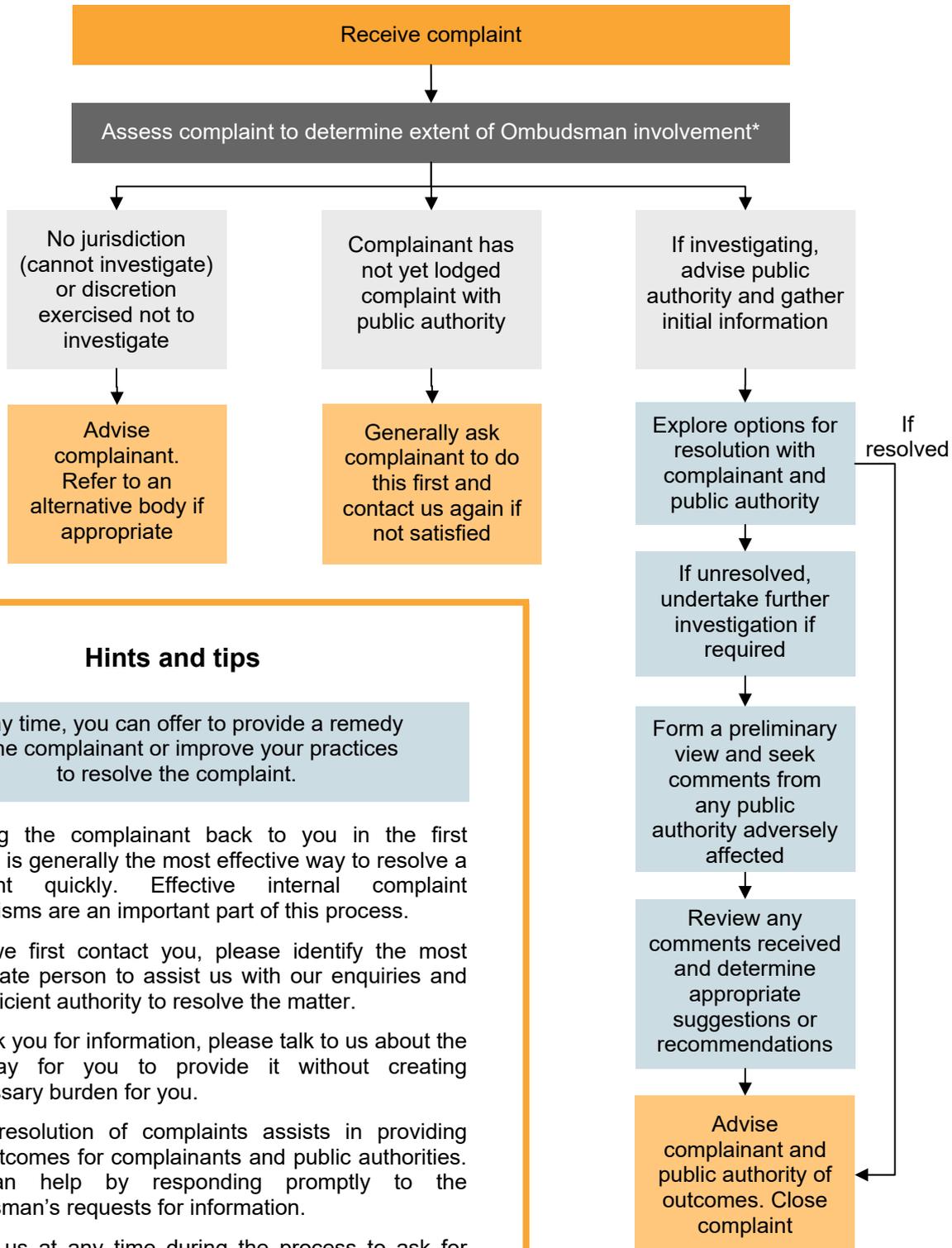


Ombudsman's complaint resolution process Information for public authorities

Revised
October 2016

The term 'public authority' refers to State Government departments, prisons, hospitals, schools and technical colleges, local governments, public universities and relevant boards and tribunals.



Hints and tips

At any time, you can offer to provide a remedy for the complainant or improve your practices to resolve the complaint.

- Referring the complainant back to you in the first instance is generally the most effective way to resolve a complaint quickly. Effective internal complaint mechanisms are an important part of this process.
- When we first contact you, please identify the most appropriate person to assist us with our enquiries and with sufficient authority to resolve the matter.
- If we ask you for information, please talk to us about the best way for you to provide it without creating unnecessary burden for you.
- Timely resolution of complaints assists in providing good outcomes for complainants and public authorities. You can help by responding promptly to the Ombudsman's requests for information.
- Contact us at any time during the process to ask for clarification or advice.

* For a full explanation of the assessment process, see the Ombudsman's information sheet *How we assess complaints*