

Do you have a complaint about a State Government department or agency or a city, town or shire? The Ombudsman may be able to help.

The Ombudsman is an independent and impartial person who investigates complaints from members of the public about the administrative practices of Western Australian public authorities which includes government departments, statutory authorities, local governments, prisons, schools, TAFE colleges, universities, cities, towns and shires.

The Ombudsman's mission is to serve Parliament and Western Australians by:

- Resolving complaints about the decision making of public authorities; and
- Improving the standard of public administration.

The Ombudsman helps agencies improve their administrative standards by:

- Identifying causes of problems and making recommendations for changes to procedures, practices, policies or legislation to prevent similar problems occurring; and
- Encouraging public sector agencies to establish their own internal complaint handling systems.

The Ombudsman's services are free to everyone.

Making a complaint

If you make a complaint to the Ombudsman, it must be about something that happened to you or affected you personally in your dealings with a Western Australian public authority. You should try to resolve the problem with the authority concerned before making a complaint to the Ombudsman. If you are not sure whether the authority you want to complain about is one the Ombudsman can investigate, please contact us for advice.

The Ombudsman cannot investigate private organisations and individuals such as:

- Banks, shops or trades people;
- Disputes between private individuals (such as problems between neighbours); or
- 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 12 months before complaining or those that can be reviewed by or appealed to a court or tribunal. If we cannot 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.

The Ombudsman's office only accepts written complaints, which are then considered for investigation. You must provide the Ombudsman with details of the issue you want to complain about, including any relevant documents or correspondence. A complaint form is available from our office or website. In some circumstances, you may be able to authorise another person to complain on your behalf. If the Ombudsman decides to investigate your complaint, the authority concerned will be contacted for more information. If necessary, you may be asked to provide further details.

Contact us

You can lodge your complaint by post, fax or email, or deliver it directly to our office using the contact details listed below. If you need the assistance of an interpreter to contact us, phone the Department of Immigration and Citizen's approved Translating and Interpreting Services (TIS) National on 131 450 which is available 24 hours a day, seven days a week for any person or organisation in Australia.

Ombudsman Western Australia

Level 2, Albert Facey House, 469 Wellington Street Perth WA 6000 • PO Box Z5386 St Georges Terrace Perth WA 6831
Tel 08 9220 7555 • Freecall (outside metropolitan area) 1800 117 000 • Fax 08 9220 7500
Email mail@ombudsman.wa.gov.au • Website www.ombudsman.wa.gov.au

The Complaints Management Process

Do you have a problem with the service provided by a WA public authority?

Talk to the people at the public authority first,

for example, someone you usually deal with such as your case officer or housing manager.

If your problem is not fixed,

talk to the person in charge or the complaint section of the agency.

PHONE NUMBERS OF AGENCY COMPLAINT SECTIONS

Police Complaints Administration Centre - 9223 1000

Department of Housing
Customer Feedback Coordinator -
1800 257 677

Department of Child Protection
Complaints Management Unit -
1800 013 311

Department of Education
Standards and Integrity
Directorate - 1800 655 985

What if your problem still isn't fixed?

**Call the Ombudsman on 9220 7555 or 1800 117 000 (toll free for country callers).
Call TIS on 131 450 if you need to use an Interpreter.**

We will talk to you (or your interpreter) about the problem. We will try to help. We might ask you to write to us.

Write down your complaint and send it to the Ombudsman.

Ask us or someone else, such as an interpreter/translator for help if it is hard to write your complaint.

We will look at your complaint and tell you what we are going to do with it.

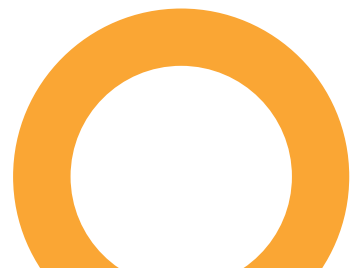
If we cannot help, we will try to put you in contact with someone who can.

If we can do something,

we may ask you or the authority you are complaining about for more information.

We will let you know the result.

If we find that something is wrong, we will talk to you and the agency about fixing it.



Ombudsman Western Australia