

Ombudsman WA Publications

The following guidelines, information sheets and forms are available in the Publications section of our website at www.ombudsman.wa.gov.au. If you require any assistance with our publications, please contact the Publications Manager on (08) 9220 7555.

About the Ombudsman

- Ombudsman WA Brochure
- How We Assess Complaints
- Ombudsman WA Summary A4 Poster
- Ombudsman WA Summary Flyer
- It's OK to complain – Poster for Young People (two versions)
- It's OK to complain – Postcard for Young People (two versions)
- It's OK to complain – Flow Chart for Young People (two versions)
- It's OK to complain – Information Sheet for Young People

Making a complaint

- How to complain to the Ombudsman
(Also available in Arabic, Amharic, Croatian, Chinese Simplified, Chinese Traditional, Cocos-Malay, Dari, Indonesian, Italian, Japanese, Persian, Serbian, Somali, Spanish and Vietnamese)
- Making a complaint to the Ombudsman - Summary Information Sheet
- Making a Complaint to a State Government Agency
- Complaints from overseas students
(Also available in Chinese Simplified, Chinese Traditional, Hindi, Indonesian and Malay)

How complaints are handled

- Ombudsman's complaint resolution process - Information for Complainants
- How We Assess Complaints
- Assessment of Complaints Checklist
- Being Interviewed by the office of the Ombudsman
- Requesting the Review of a Decision

Guidelines and Information for Public Authorities

- Ombudsman's complaint resolution process - Information for public authorities
- Information for Boards and Tribunals
- Good Record Keeping

Decision Making:

- Exercise of discretion in administrative decision making
- Dealing with Unreasonable Complainant Conduct
- Remedies and Redress

Complaint Handling:

- Effective handling of complaints made to your organisation - An Overview
- Complaint Handling Systems Checklist
- Making your complaint handling system accessible
- Guidance for Complaint Handling Officers
- The principles of effective complaints handling
- Dealing with unreasonable complainant conduct

Conducting Investigations:

- Conducting administrative investigations
- Investigation of Complaints
- Procedural Fairness (Natural Justice)
- Giving reasons for decisions

Management of Personal Information:

- Management of Personal Information
- Management of Personal Information Checklist
- Good Practice Principles for the Management of Personal Information

Forms

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| <ul style="list-style-type: none">• Ombudsman WA Complaint Form• Ombudsman WA Authority to Act Form | <ul style="list-style-type: none">• Ombudsman WA Authority to Release Information• Complaint Form for overseas students |
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Ombudsman Western Australia