

## Media Release

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### NSW Ombudsman releases latest edition *Effective Complaint Management Guidelines*

Everyone has the right to make a complaint. How an organisation responds to a complaint can be just as important to people as the issue they complained about.

The NSW Ombudsman has today released the 4<sup>th</sup> edition of its *Effective Complaint Management Guidelines*, a comprehensive resource designed to support NSW public sector organisations to strengthen their complaint management systems and processes, and enhance accountability, transparency and customer satisfaction across all public services.

The Guidelines are consistent with the Australian Standard: *Guidelines for complaint management in organizations* (AS 10002:2022). They provide important information for NSW Government agencies, local councils and NSW Government-funded community service providers, to build and strengthen their own complaint handling and complaint management systems.

The Guidelines are supplemented by an **e-Learning module and 6 Information Sheets** that outline in greater detail the 6 core principles for effective complaint management. Organisations can apply these principles to improve complaint management in their specific context.

“These Guidelines are an important resource in helping to ensure that public agencies are equipped to manage complaints effectively and transparently,” said NSW Ombudsman, Paul Miller.

“By fostering a culture that values feedback, we can enhance service delivery and strengthen the relationship between government, including government-funded service providers, and the communities they serve.”

The *Effective Complaints Management Guidelines* supersedes the *Effective Complaint Handling Guidelines, 3<sup>rd</sup> edition* (2017) and the NSW Ombudsman Complaint Management Framework (2015). A checklist for developing and implementing an effective complaint management system, including policies and procedures, also replaces the Model Policy.

Later this year, the Ombudsman will be releasing an updated **Apologies Guide** designed to assist NSW public sector agencies in delivering sincere and impactful apologies. Together with the Guidelines, these resources are designed to help agencies improve their complaint management systems, foster trust and deliver better outcomes for the people of NSW.

The *Effective Complaint Management Guidelines*, Information sheets and our free e-Learning (also available in SCORM format) are now available on our new website at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au).

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