

All government and community services must

- make you feel welcome
- treat you with respect
- treat you the same as everyone else
- be aware of different cultures
- help you understand your rights.

You are allowed to complain about a service provider.

The NSW Ombudsman

We are here to help everyone in NSW.
We want everyone to be treated fairly.
Our service is free.

Contact Us



Call 02 9286 1000

Toll free 1800 451 524
outside Sydney metropolitan area
- mobile charges may apply.



Email info@ombo.nsw.gov.au



National Relay Service 133 677



Interpreter

Step 1: Call TIS 131 450
Step 2: Ask to speak to the
NSW Ombudsman - 9286 1000



Website www.ombo.nsw.gov.au



**Do you have a problem with a
NSW Government service or a
community service?**

You may have tried to make a complaint. But It did not help.



The NSW Ombudsman may be able to help.



We can help you:

- work out what your problem is
- make a complaint to the service provider
- work out what will fix your complaint.

We may:

- ask you to bring any papers you have about the problem, like letters you wrote to the service provider or letters the service provider wrote to you
- talk to the service provider you have the problem with
- talk to other people you have asked to help you.



Do you think you were treated in an unfair way?



You have tried to get help about a service:

- fixing a problem
- finding out more information
- asking about your rights.



Staff were unhelpful to you. Or they

- were rude and did not respect you
- did not have information in your language
- did not have an interpreter.

Lots of people may have the same problem as you. We work with service providers to make services better for everyone.