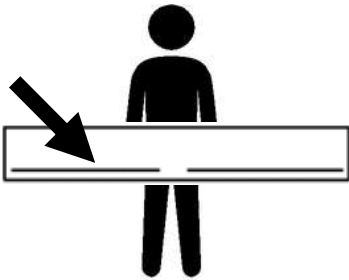


**Form**

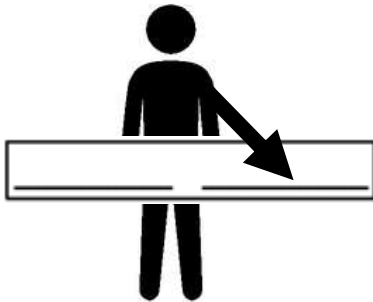
**Your complaint**



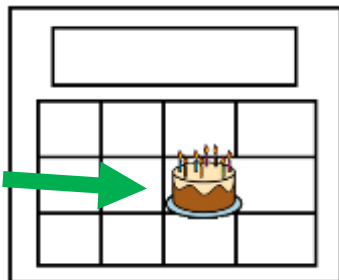
## About you



First name \_\_\_\_\_



Last name \_\_\_\_\_



Your birthday \_\_\_\_\_



Your phone number \_\_\_\_\_



Your email \_\_\_\_\_



Your address. This is where you live.

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Are you



Aboriginal



Yes



No.



Torres Strait Islander



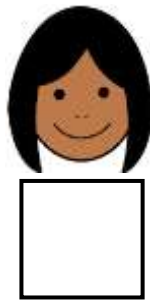
Yes



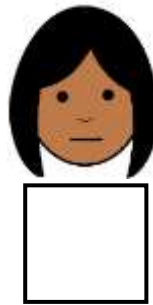
No.



Do you speak English?



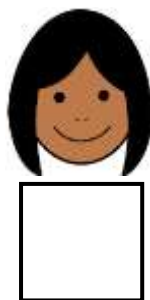
Yes



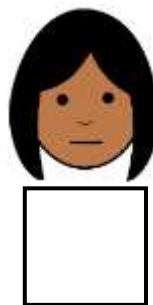
No.



Do you speak a different language at home?



Yes



No.



Do you need an interpreter?

or

Do you need help to speak in English?



Yes



No.



What do you speak? \_\_\_\_\_



Do you have a disability?



Yes



No.



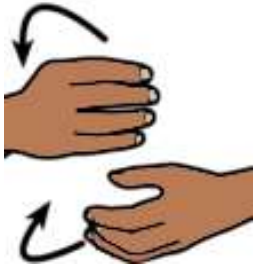
Do you have a communication board?



Yes



No.



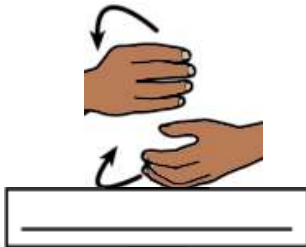
Do you use sign language?



Yes



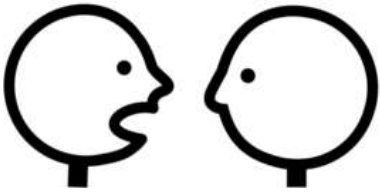
No.



What signs do you use? \_\_\_\_\_

\_\_\_\_\_

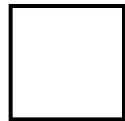




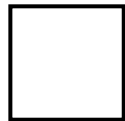
How can we talk to you?



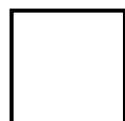
Phone



Face to face



Text



Email



Do you need help to make the complaint?



Yes



No.



There is some one you trust. Like

- a worker
- a friend.

Can that person be there?



Yes



No.



Is some one else doing this form for you?



Yes



No. Go to

Page 13.



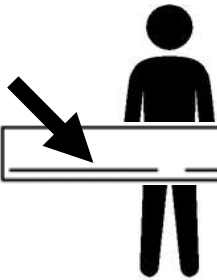
How do you know this person? Like they are

- your friend
- a person who helps you at home.

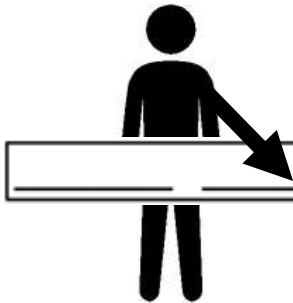
\_\_\_\_\_.



Who is this person?



First name \_\_\_\_\_



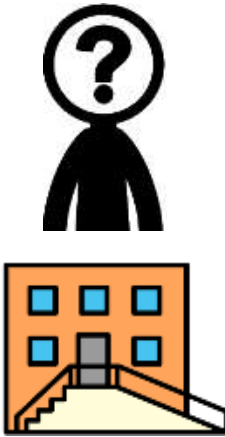
Last name \_\_\_\_\_



Phone \_\_\_\_\_



## The problem



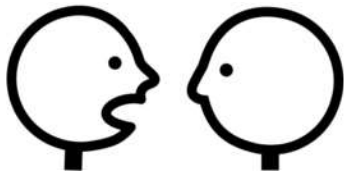
Who is the complaint about? Like the

- name of the person
- or
- the place you were at.



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Have you talked to the person about the problem?

or



Have you talked to a different person at the organisation about the problem?

Like the

- boss
- manager.



Yes



No.



What happened when you talked to them?



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What do you want to happen? Like

- you want a new worker
- or
- you want them to change how they talk to you



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Do you have other information? Like

- some one saw it happen
- you have a letter
- you have a photo.

Write down what you have.

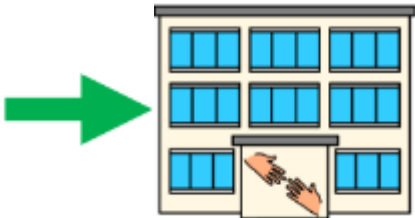


- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
4. \_\_\_\_\_



Some times the NSW Ombudsman  
can **not** help you.

**But**



We know who may be able to help.  
Can we tell them your complaint?



Yes



No.

## Images



We have used images from

- InspiredServices



- Picto-Selector

- Tobii-Dynavox.



This fact sheet is based on the NSW Ombudsmans Online Complaints Form.

Date 20 October 2016



Access Easy English wrote the Easy English.

July 2021.