

NSW Ombudsman Complaint Portal

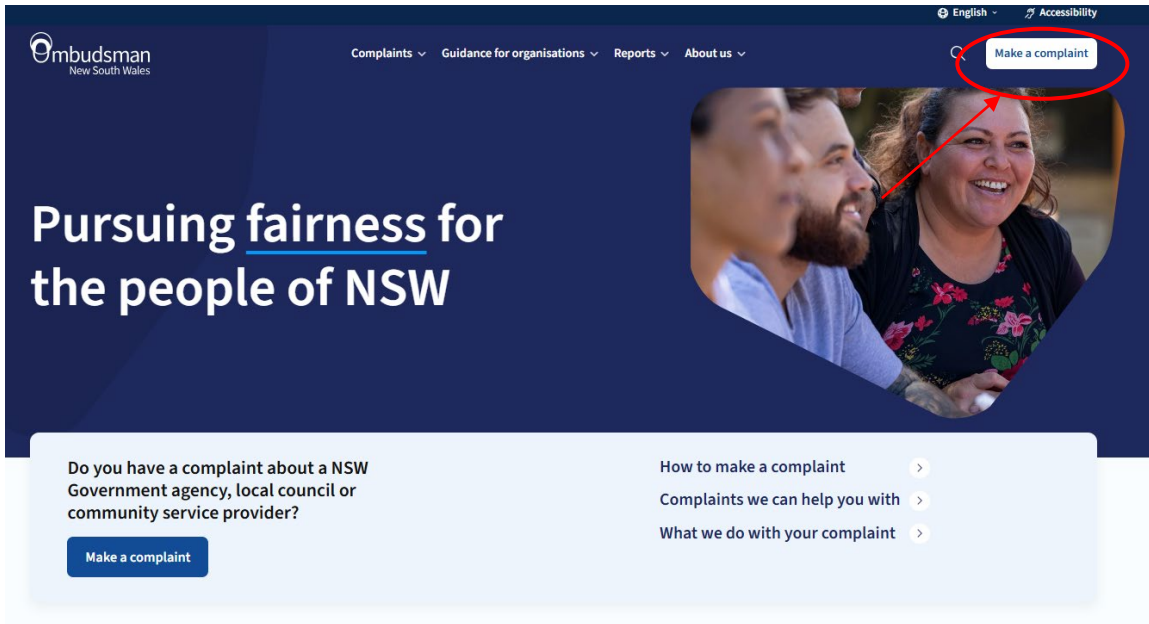
User Guide

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Make a complaint

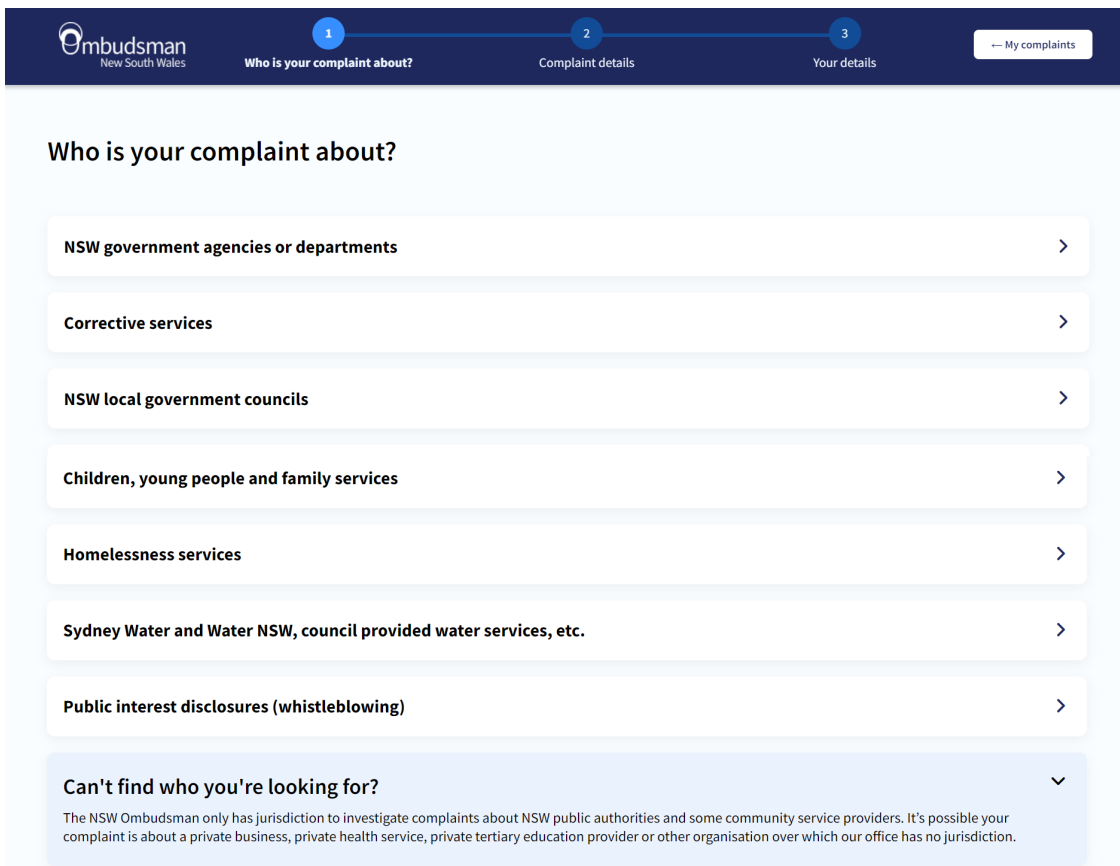
1. Click on **Make a Complaint** in the top right corner of the website



2. **Begin your complaint – Who is your complaint about?**

Before starting your complaint, see [Complaints we can help you with](#) to find out if we can handle your complaint.

Click on the organisation/sector your complaint falls under. If the organisation/sector is not listed, click on **'Can't find what you're looking for'**. This likely means your complaint is **not** within our jurisdiction.



3. Can't find what you're looking for?

Click on the blue box titled '*Can't find what you're looking for?*' for more options. These sectors are handled by another Ombudsman. Click on these sectors for the contact details of the appropriate authority. If you still can't find what you're looking for, click '*Find organisation*' at the bottom of the list and manually type in the organisation name.

Private businesses (Shops, tradespeople, real estate agents, strata etc.) >

Financial services (Banks, credit providers, insurance companies, superannuation) >

Federal government agencies (Centrelink, Medicare, ATO, Australia Post) >

Telephone and Internet service providers (Telstra, Optus, Vodaphone etc) >

Gas, electricity and private water providers (AGL, Origin, Energy Australia etc.) >

National Disability Insurance Scheme (NDIS) providers >

Out of jurisdiction government bodies (NSW Police) >

Aged care providers >

Inter-state agencies (State government bodies from states and territories other than NSW) >

Road tolls (Except for Sydney Harbour Bridge and Sydney Harbour Tunnel) >

Private tertiary education providers >

Private solicitors and lawyers >

Private business or businesses providing services on behalf of a NSW government agency >

Still can't find who you're looking for?

Search for the organisation in our database. If you can't find it, it's likely our office cannot assist. You are welcome to send an email to our office to seek further information.

Find organisation

4. If you select an out of jurisdiction sector you'll be directed to a page with details of who you can complain to. For example:

Ombudsman New South Wales

1 Who is your complaint about? 2 Complaint details 3 Your details

← My complaints

Financial services (Banks, credit providers, insurance companies, superannuation)

Your complaint can be looked at by another Ombudsman

We cannot handle complaints about financial services.
We cannot handle complaints about financial service providers, including:

- Banks
- Credit providers
- Insurance companies
- Superannuation

You can complain to the **Australian Financial Complaints Authority (AFCA)** on 1800 931 678

← Back Back to Ombudsman website

Once you click on a sector, you will get a pop-up asking you to *create an account* or *continue as a guest*

Ombudsman New South Wales

1 Who is your complaint about? 2 Complaint details 3 Your details

← Ombudsman Website

Who is your complaint about?

NSW government agencies or departments >

Corrective services >

NSW local government councils >

Would you like to sign-in?

Signing in allows you to come back to your complaint later, track its progress, and provide further information as required.

Continue as guest Sign-in

5. In jurisdiction complaint

When you select an in-jurisdiction sector, you will be asked to enter the name of the organisation.

NSW government agencies or departments

Who is your complaint about?

What is the name of the organisation you want to complain about? *

If agency is not available after inputting agency name select "Can't find what you're looking for?"; Will submit the with inputted value.

← Back Cancel complaint Save for later Next →

Once an organisation is selected, further questions appear:

What is your matter related to?

Have you made a complaint to this organisation already?

Before you make a complaint to us, you will usually need to contact the agency first and make a complaint directly to them.

[← Back](#) [Cancel complaint](#)

[Next →](#)

6. Complaint details

Tell us about your complaint - complete the form fields.

Your complaint

What happened? *

When did it happen?

Why do you think this is unfair or wrong?

What was the agency's response to your complaint?

If you made a complaint to the agency in writing and have a copy, please attach it here

No file selected

If you have received a response from the agency in writing, please attach it here

No file selected

Why are you unhappy with the agency's response to your complaint?

What outcome are you seeking?

7. Complaint details continued

On the next page, there is an option to upload additional documentation if required.

Additional documentation

Please attach any additional and relevant documents

Attach any relevant documents. This may include:

- **In addition to the original complaint**, copies of any emails or letters sent to the agency the subject of your complaint.
- **In addition to the formal complaint response** copies of any emails or letters the agency has sent to you.
- Copies of any other documents or photographs relevant to your complaint.

Each file must be less than 2MB.


Drop file here or click to upload



8. Your details

Select "Yes" if you are happy to provide your contact details. If you have already created an account, your name and contact details will auto-populate.

Your details

Are you happy to give us your name and details? 

Yes No

Allow to refer complaint

Some people complain to us about matters that we need to refer to other complaint handling bodies or other agencies. We will only refer your complaint where it is appropriate to assist you to resolve your complaint. If you do not consent to us directly referring your complaint you should answer No below.

No Yes

Do you consent to be contacted in the future about your experience dealing with the NSW Ombudsman's Office? Your feedback (which can be anonymous if you choose) will help us continue improving how we provide our services

Yes

Are you complaining on behalf of another person?

Yes No

Title

Select

First name

Last name

What is your preferred pronoun?

Select

Age

Select

Gender

- Man or male
- Woman or female
- Non-binary
- I use a different term (please specify)
- Prefer not to answer

[← Back](#)

[Cancel complaint](#)

[Next →](#)

9. More details...

On the next page, fill in the form.

More details

Do you require an interpreter?

No

What type of support do you need?

How did you hear about us?

Other (please specify)

Please specify hear about us *

[← Back](#) [Cancel complaint](#)

[Next →](#)

10. Complaint summary

Review your complaint and then click '[submit](#)', or '[back](#)' to go back to previous pages and make changes.

Complaint summary

Who is your complaint about?

What is the name of the organisation you want to complain about?

Have you made a complaint to this organisation already?

No Yes

Your complaint

What happened? *

test

When did it happen?

—

Why do you think it was unfair or wrong?

—

What was the organisation's response to your complaint?

—

If you made a complaint to the agency in writing and have a copy, please attach it here

No file selected

If you have received a response from the agency in writing, please attach it here

No file selected

Why are you unhappy with the organisation's response to your complaint?

—

What outcomes are you seeking?

—

Additional Documentation

File

Created On

There are no records to display.

Make a PID form

To make a PID, click on **'Make a report of serious wrongdoing'** on this page: [NSW Ombudsman | Public Interest Disclosures](#)

The screenshot shows the NSW Ombudsman website. The header includes the logo, navigation menus for 'Complaints', 'Guidance for organisations', 'Reports', and 'About us', a search icon, and a 'Make a complaint' button. The main content area features a breadcrumb trail: 'Home > Guidance for organisations > Public Interest Disclosures'. A large heading reads 'Public Interest Disclosures'. Below it, text explains that the Public Interest Disclosures Act 2022 (PID Act) applies to all NSW public sector agencies and provides a framework for reporting serious wrongdoing. To the right is a photograph of three people in a professional setting. A red arrow points from the 'Make a report of serious wrongdoing' button in the lower section to the 'Make a complaint' button in the header.

The NSW Ombudsman is an integrity agency under the PID Act. We can receive PIDs about any type of serious wrongdoing. We can investigate reports of serious maladministration. If we receive reports of other types of serious wrongdoing that we cannot deal with ourselves, we will refer it to the most relevant agency to deal with it. In many cases we will refer it to the relevant integrity agency.

If you would like to [report serious wrongdoing](#) to our office, please read our [PID Policy](#) before making your report.


[Make a report of serious wrongdoing](#)

You will be given the option of signing in or continuing as a guest.

The screenshot shows a three-step progress bar at the top: 1. Report serious wrongdoing, 2. Your report, and 3. Your details. A '← Ombudsman Website' button is in the top right. A modal dialog box is centered on the screen with the title 'Would you like to sign-in?' and a close button (X). The text inside the dialog says: 'Signing in allows you to come back to your complaint later, track its progress, and provide further information as required.' At the bottom of the dialog are two buttons: 'Continue as guest' and 'Sign-in'.

1. Start your complaint

Select if you are currently a public official:



1 Report serious wrongdoing

2 Your report

3 Your details

← Ombudsman Website

Public interest disclosures (whistleblowing)

Public Official Details

Are you currently a Public Official? *

Yes No


Next →

If you select 'no' to the question, 'Are you currently a public official?', a further question will appear:

Have you previously been a Public Official? *

Yes No

When did you cease in that Role? *

DD/MM/YYYY 

If you select 'no' to the question, 'have you previously been a Public Official?', a further question will appear:


Have you previously been a Public Official? *

Yes No

Has the head of the agency the subject of your disclosure deemed your report to be a "Public Interest Disclosure"? *

Yes No


Please attach relevant evidence



No file selected

2. Enter the name of the organisation your PID relates to.

As you start typing, the name will automatically populate if the organisation is in jurisdiction.



1 Report serious wrongdoing

2 Your report

3 Your details

[← Ombudsman Website](#)


Public interest disclosures (whistleblowing)

Your report of Serious Wrongdoing in the Public Sector

What is the name of the Organisation your report of serious wrongdoing in the public sector relates to? *

3. Tell us the details of your PID.

Complete the form fields and then click next.



1 Report serious wrongdoing

2 **Your report**

3 Your details


[← Ombudsman Website](#)

Public interest disclosures (whistleblowing)

Your report of Serious Wrongdoing in the Public Sector

In relation to the serious wrong conduct in the public sector, describe what happened. What did the organisation/individual do wrong? *

When did it happen? Provide the date on which you became aware of the serious wrong conduct.




Why do you think this is serious wrongdoing?

What outcomes are you seeking?

[← Back](#) [Cancel complaint](#)[Next →](#)

4. Upload supporting documents, if applicable.

If you do not have any supporting documents, click **Next**.



1 Report serious wrongdoing

2 **Your report**

3 Your details

[← Ombudsman Website](#)

Public interest disclosures (whistleblowing)

Additional documentation

Please attach any additional and relevant documents

Attach any relevant documents. This may include:

- **In addition to the original complaint**, copies of any emails or letters sent to the agency the subject of your complaint.
- **In addition to the formal complaint response** copies of any emails or letters the agency has sent to you.
- Copies of any other documents or photographs relevant to your complaint.

Each file must be less than 2MB.

Drop file here or click to upload


Uploaded Files

There are no files to display.

[← Back](#) [Cancel complaint](#) [Next →](#)

5. Enter your details

Select if you are happy to provide your name and contact details. If so, complete the form fields. **If you have already created an account, your name and contact details will auto-populate.**




1 Report serious wrongdoing 2 Your report 3 Your details

[← Ombudsman Website](#)

Public interest disclosures (whistleblowing)

Your details

Are you happy to give us your name and contact details?


No Yes 

Allow to refer complaint

Some people complain to us about matters that we need to refer to other complaint handling bodies or other agencies. We will only refer your complaint where it is appropriate to assist you to resolve your complaint. If you do not consent to us directly referring your complaint you should answer No below.


Yes No

Do you consent to be contacted in the future about your experience dealing with the NSW Ombudsman's Office? Your feedback (which can be anonymous if you choose) will help us continue improving how we provide our services

Yes 

6. Complaint summary

View your complaint. You can go back and edit or click on 'Submit' to submit your complaint.



1 Report serious wrongdoing

2 Your report

3 Your details

[← Ombudsman Website](#)

Complaint summary

Public Official Details

Are you currently a Public Official?

No Yes

Has the head of the agency the subject of your disclosure deemed your report to be a "Public Interest Disclosure"?

No Yes

Your report of Serious Wrongdoing in the Public Sector

Agency subject of matter

Your report of Serious Wrongdoing in the Public Sector

What happened? *

test

Additional Documentation

File	Created On
There are no records to display.	

Feel free to contact the PID Assistance line on 18000 between 9-5 weekdays.

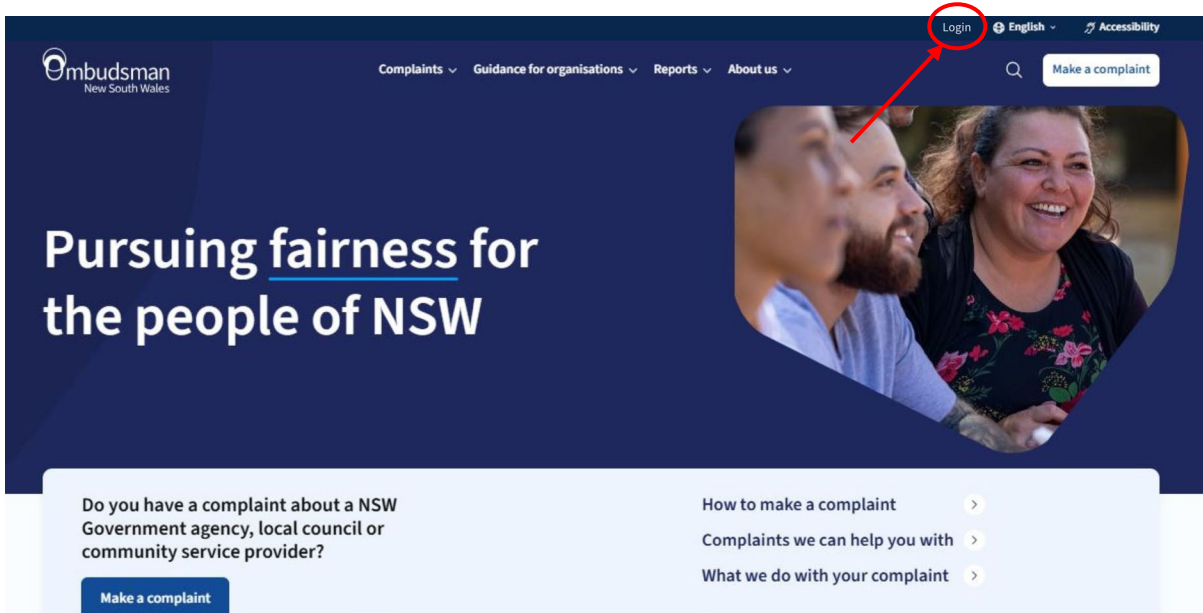
[← Back](#) [Submit →](#)

Access the complaints portal

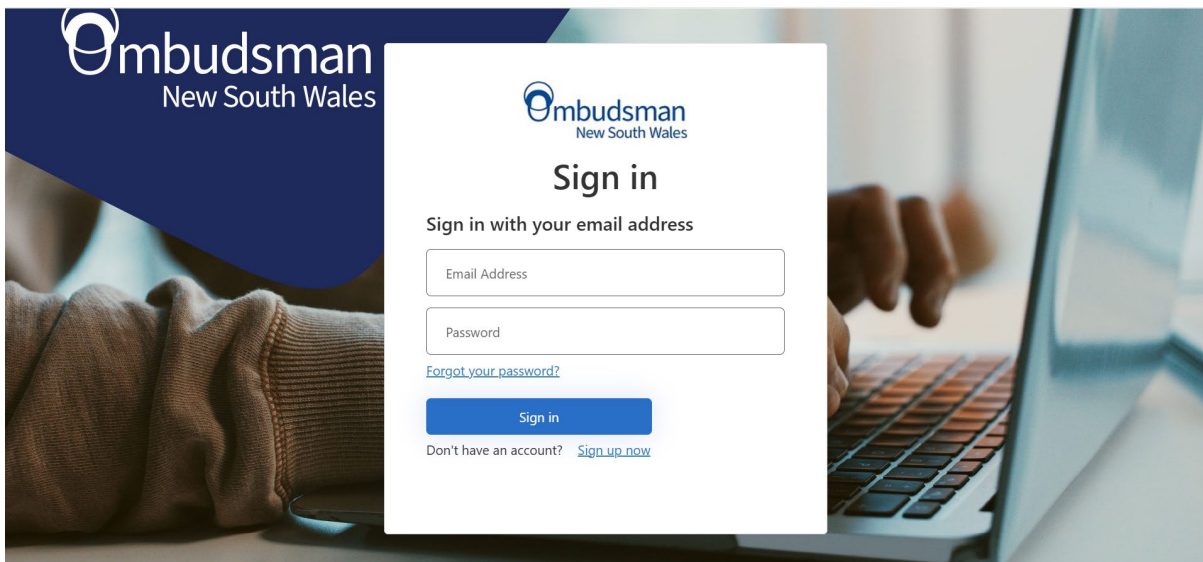
To view your complaints, login to the complaint portal by clicking on 'Login' in the top right corner of our website.

Log into the Complaints Portal

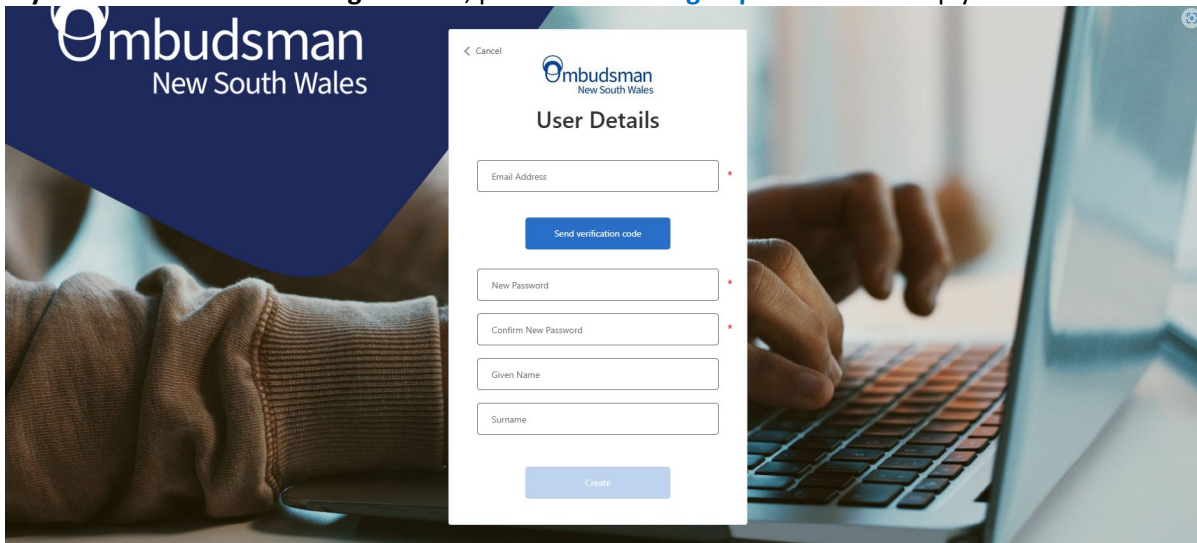
Click on 'Login' in the top right corner of the [website](#).



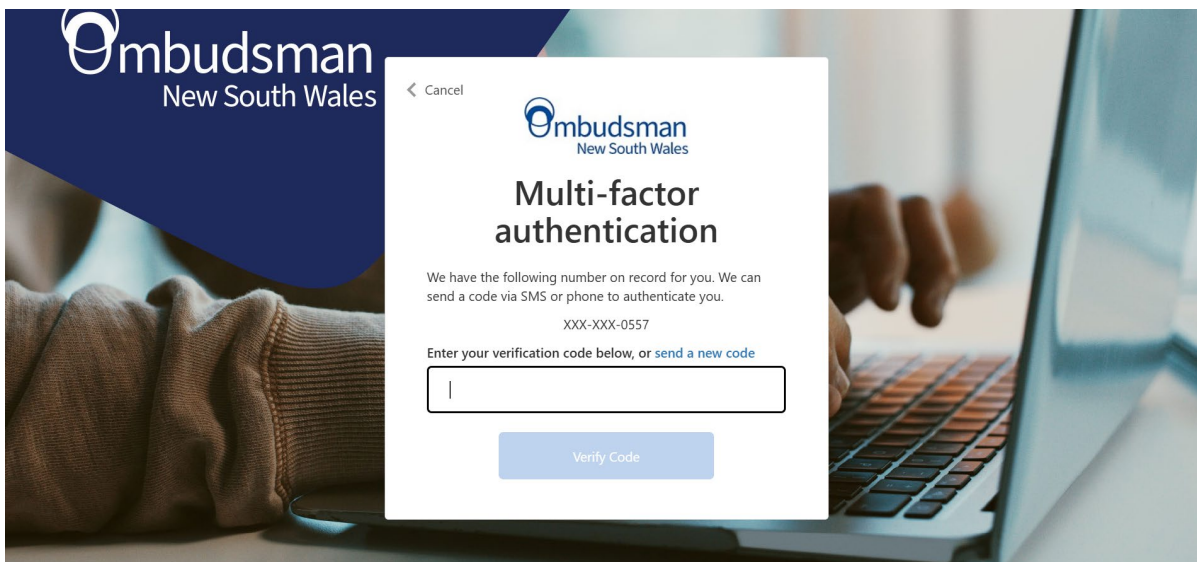
If you have an existing account, please sign in:



If you do not have an existing account, please click on **'Sign up now'** and set up your account:

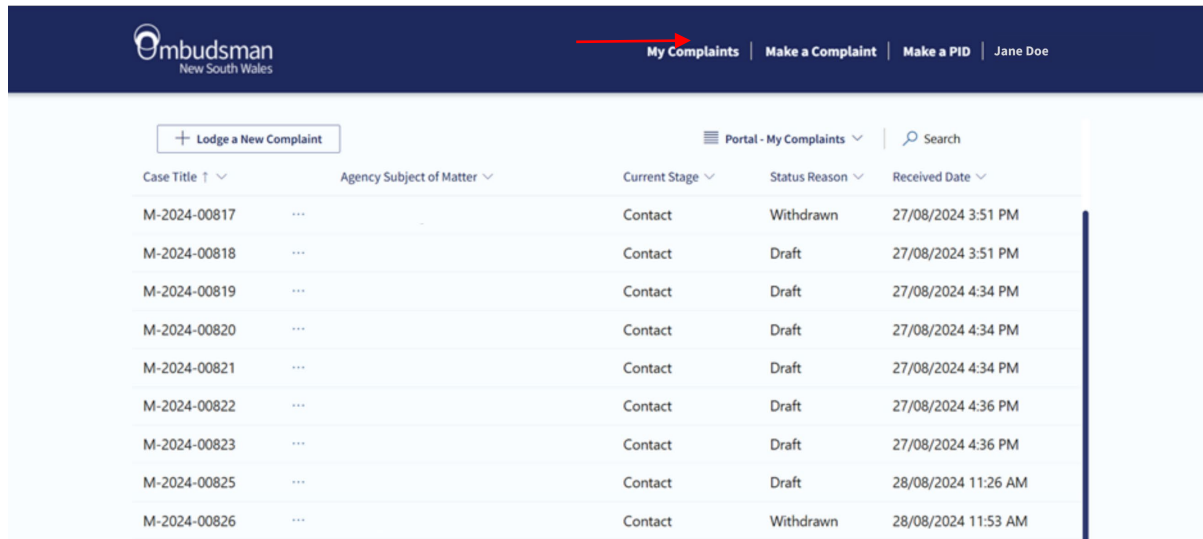


The portal uses multi-factor authentication. You will need to set this up when you create a new account.



View your complaints

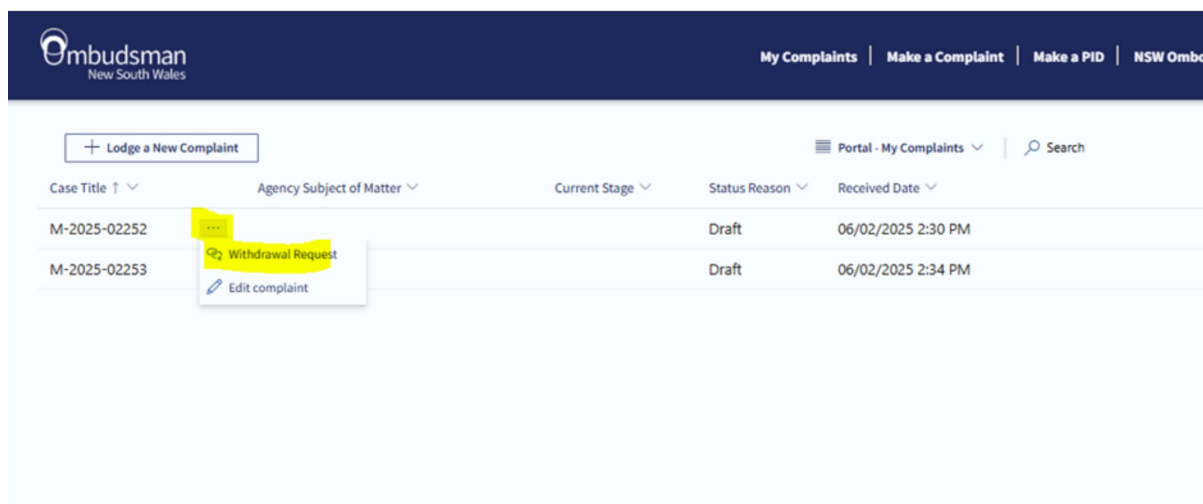
Once logged in, click on 'My complaints' to view an existing complaint. Please ensure you sign up with the same email address you used to log your complaint. If your complaint does not appear, please contact us at info@ombo.nsw.gov.au. The portal will only show complaints made via this portal, not older complaints made via the old website or old complaint form.



Case Title ↑	Agency Subject of Matter	Current Stage	Status Reason	Received Date
M-2024-00817	...	Contact	Withdrawn	27/08/2024 3:51 PM
M-2024-00818	...	Contact	Draft	27/08/2024 3:51 PM
M-2024-00819	...	Contact	Draft	27/08/2024 4:34 PM
M-2024-00820	...	Contact	Draft	27/08/2024 4:34 PM
M-2024-00821	...	Contact	Draft	27/08/2024 4:34 PM
M-2024-00822	...	Contact	Draft	27/08/2024 4:36 PM
M-2024-00823	...	Contact	Draft	27/08/2024 4:36 PM
M-2024-00825	...	Contact	Draft	28/08/2024 11:26 AM
M-2024-00826	...	Contact	Withdrawn	28/08/2024 11:53 AM

Withdraw or edit your complaint

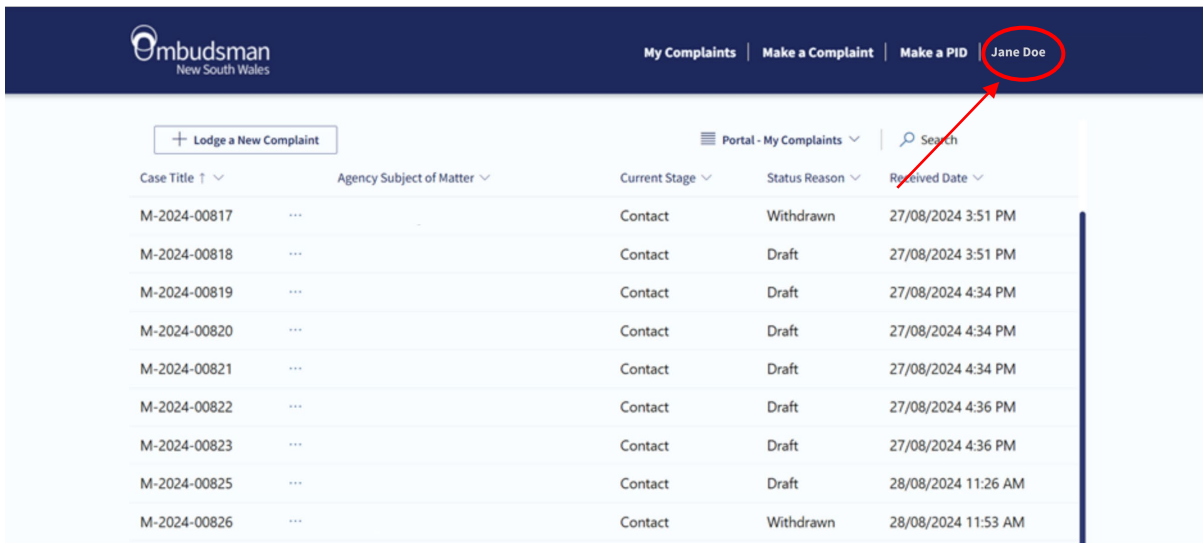
Click the menu next to the case title to access options to withdraw or edit your existing complaint.



Case Title ↑	Agency Subject of Matter	Current Stage	Status Reason	Received Date
M-2025-02252	...		Draft	06/02/2025 2:30 PM
M-2025-02253	...		Draft	06/02/2025 2:34 PM

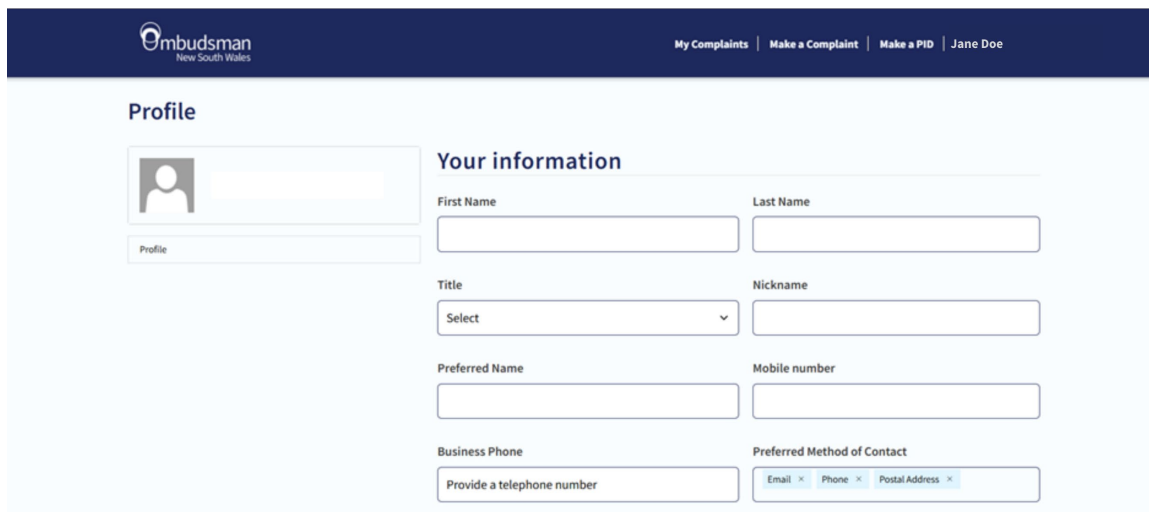
View/update your profile

Click on your name in the top right menu to view/edit your profile.



The screenshot shows the Ombudsman New South Wales portal. The top navigation bar includes the logo, 'My Complaints', 'Make a Complaint', 'Make a PID', and the user's name 'Jane Doe' which is circled in red. Below the navigation bar, there is a '+ Lodge a New Complaint' button and a search bar. A table of complaints is displayed with columns for Case Title, Agency Subject of Matter, Current Stage, Status Reason, and Received Date.

Case Title	Agency Subject of Matter	Current Stage	Status Reason	Received Date
M-2024-00817	...	Contact	Withdrawn	27/08/2024 3:51 PM
M-2024-00818	...	Contact	Draft	27/08/2024 3:51 PM
M-2024-00819	...	Contact	Draft	27/08/2024 4:34 PM
M-2024-00820	...	Contact	Draft	27/08/2024 4:34 PM
M-2024-00821	...	Contact	Draft	27/08/2024 4:34 PM
M-2024-00822	...	Contact	Draft	27/08/2024 4:36 PM
M-2024-00823	...	Contact	Draft	27/08/2024 4:36 PM
M-2024-00825	...	Contact	Draft	28/08/2024 11:26 AM
M-2024-00826	...	Contact	Withdrawn	28/08/2024 11:53 AM



The screenshot shows the 'Profile' page on the Ombudsman New South Wales portal. The page title is 'Profile' and the section is 'Your information'. It contains several form fields for personal details.

Your information

First Name:

Last Name:

Title:

Nickname:

Preferred Name:

Mobile number:

Business Phone:

Preferred Method of Contact: