

# NSW Ombudsman Complaint Handling

We are independent and impartial.  
We don't take sides.

## Step 1 - Check if we can help with your complaint

Visit our website at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) to see:



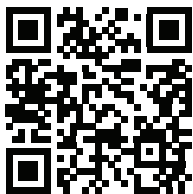
[What complaints  
we \*\*can\*\* help with](#)



[What complaints  
we \*\*can't\*\* help with](#)

## Step 2 – Contact us

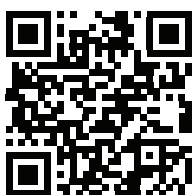
## Need help making a complaint?



Online: [NSW Ombudsman | Contact us](#)  
Phone: 1800 451 524



Talk to us if you [need help  
making a complaint.](#)



We can assist people living with disability, Aboriginal people and people requiring additional support. Resources are available in [Easy Read and other languages.](#)

## Step 3 – We assess your complaint

We consider:

- is this a complaint we can handle?
- Whether you have raised your complaint with the agency/ service provider, and how they responded?
- Is there any indication that the agency has done something wrong, or is there a suggestion of a misunderstanding, communication problem, or broader issue?
- How long ago did the issue occur?

## Step 4 – Possible outcomes

We will always tell you our decision and explain why.

If we can act on your complaint, these are the possible actions that may take place.



### A) Provide information and advice

While we may decide not to take further steps ourselves, we can assist you by helping to explain the agency's actions, or suggest other contacts including other complaint handling agencies or advocacy bodies.



### B) Ask for more information

We may ask questions of either you or the agency, or ask for more information to explain what's happened. This can help us decide on the next best steps.

### C) Refer issues to the agency/service provider

If we think the agency or service provider can fix the problem, we may refer the matter to them to handle. We can do this directly with your consent or help you do so.

### D) Make comments or suggestions

We can make comments or suggestions to agencies if we think they can do things better.

### E) Voluntary conciliation

For some complaints, we may offer to hold a conciliation. This is where we organise a discussion led by our trained staff, who will work with you and the agency to try to resolve your concerns. It gives you the chance to speak directly with an agency representative and also hear their explanations. This process can lead to agreement about addressing your concerns and can help improve communication and understanding.

- reconsiders or changes an action or decision
- changes a rule, procedure or law
- pays compensation.



### F) Formal investigation

For serious complaints, we may conduct a formal investigation. If we find there has been wrong conduct, we may recommend that the agency:

- Reconsiders its decision
- Changes a policy or procedure
- Pays compensation
- Apologise.



Scan the QR code to find out more on our website.

## Contact us

✉ [info@ombo.nsw.gov.au](mailto:info@ombo.nsw.gov.au)

☎ (02) 9286 1000

🌐 [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)