

**There is a problem.**

**How to make a complaint.**

****There is a problem.

You are **not** happy with a

* NSW government service
* NSW community service.

****

Like staff

* did **not** listen to you
* did **not** respect you



* talked to you in a way you

can **not** understand.



* did **not** give you time to talk
* talked to your support person only.

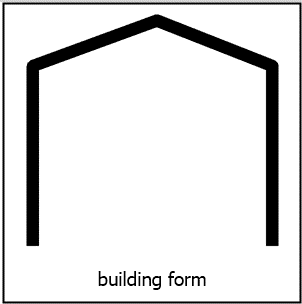
You tell the service about your problem.

**But**



You still have the problem.

You are **not** happy.



We may be able to help you.

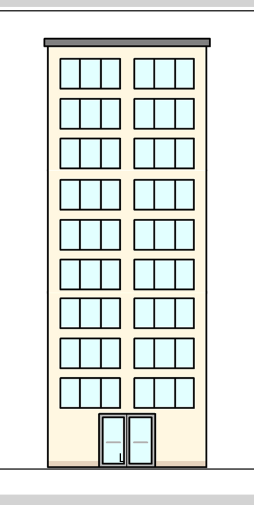
We are the NSW Ombudsman.



You tell us your problem.

We call it a **complaint.**

It is about a NSW government service. Like



* your school
* Transport NSW. It may be about

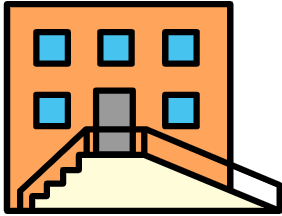
- your bus

- the train

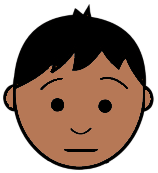
- your Opal card

* Service NSW.

**Or**

It is about a NSW community service. Like

* someone who helps when you do not have a home
* a boarding house
* someone who helps when a child can not live at their home

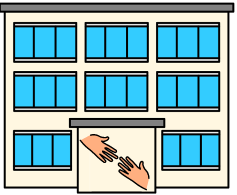


We can **not** help you all the time.

You are not sure we can help you.  
That is OK.

You can ask us.   
We may **not** be able to help you.

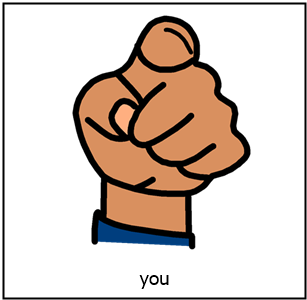
**But**



We will tell you where you can go for help.



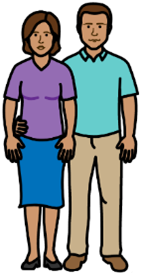
**Who can make a complaint?**



You can make a complaint.

**Or**

You can ask some one else to do the complaint.



Like

* a person from your family
* a carer
* person you trust.

The NSW Ombudsman may ask you to sign

a letter. We need to know you are OK with this.



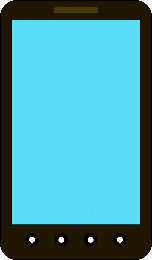
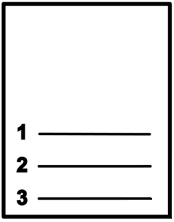


It means yes.

Some one else can do the complaint for you.

You are OK with this.

**How do you make a complaint?**



Call 1800 451 524.

Talk about your problem.

Work out the next steps.



National Relay Service

Call 1800 555 677.

Ask them to call 1800 451 524.

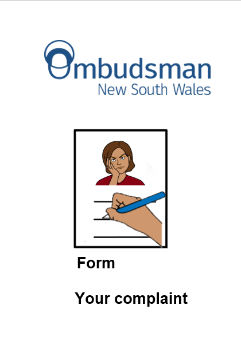
A picture containing text, clipart, vector graphics

Description automatically generatedTranslator.

Call 131 450.

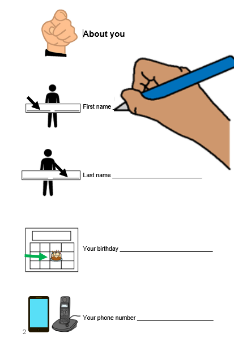
Ask them to call 1800 451 524.

**or**

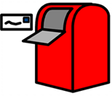


Ask for the Complaints form.

Ask for the Easy English form.



Do the questions.

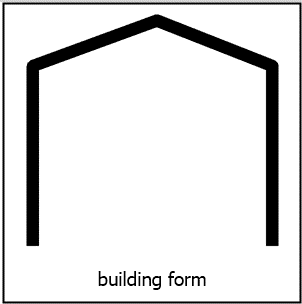


Send to

NSW Ombudsman

Level 24, 580 George street

Sydney NSW 2000



**What do we do?**

Logo

Description automatically generated



We listen to you.

A picture containing clipart

Description automatically generated

We can help you.

We talk about you can do.

You know how to fix the problem now.

The phone call fixes the problem.

**Or**

Logo

Description automatically generated with medium confidence

We can help you.

**But**

A picture containing text, electronics, display, cellphone

Description automatically generated

We can **not** fix it over the phone.



We will write to you

It says

* we have your form
* what we will do next.

****

We look at your problem. We may talk to

* you
* the service
* other people you have asked to help you



We tell you

* what we can do to fix the problem

**or**

****

* we can **not** fix the problem.

It may take a long time to work out what to do.

We will tell you what we are doing. We will

* A picture containing text, electronics, display, cellphone

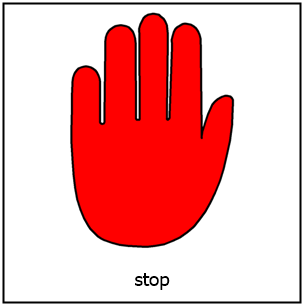
  Description automatically generatedcall you

**or**

* write to you.



You do **not** need to call us.

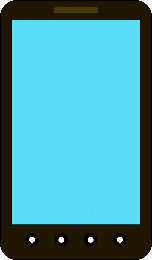


Some times you work out the problem.

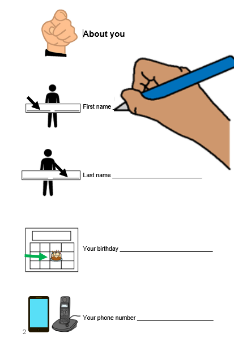
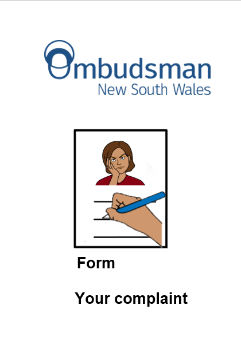
You do **not** need our help now. That is OK.

Tell us. We will stop our work too.

**More information**

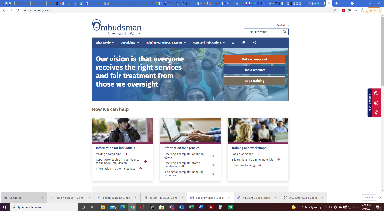


Call 1800 451 524



Do the **Form. Your complaint**.

**or**

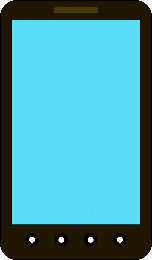


Go to [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

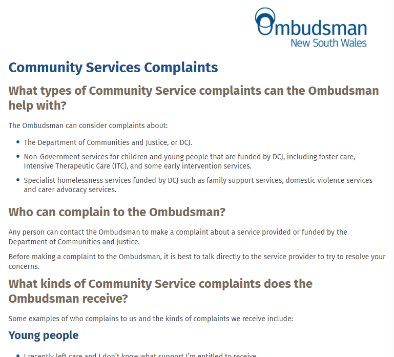
Look for Easy English on the home page.

**Images**

We have used images from



* ChangePeople
* Inspired Services
* Picto-Selector
* TheNounProject
* Tobii-Dynavox



This fact sheet is based on the

NSW Ombudsman Community Services Complaints fact sheet.

Date 14 January 2020.



Access Easy English wrote the Easy English.

July 2021.

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