



**Ask for a review**

**New South Wales Ombudsman**



**Easy English**

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

- read this book
  
- know what this book is about
  
- find more information.



## About this book



This book is written by the  
**New South Wales Ombudsman.**



The Ombudsman

- helps people fix **complaints**



- talks to the government and other organisations about how to make things better.



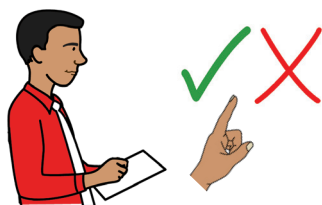
Complaints are when you

- are **not** happy

and



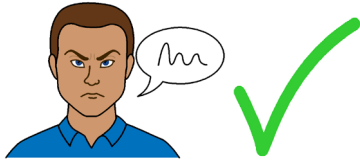
- tell someone the reason.



This book is about when you ask us to **review**  
a decision we make about your complaint.

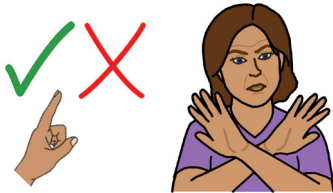
Review means we check the decision  
we made.

## When to ask for a review



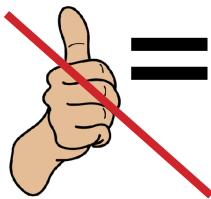
We decide the best way to help with your complaint.

You might ask for a review if you are **not** happy with what we decide.

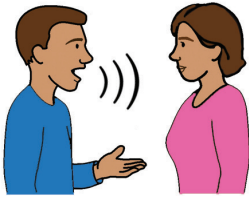


For example, if you think

- our decision is wrong
- our decision is hard to understand
- the way we make our decision is unfair
- you have new information that might change our decision.



## How to ask for a review



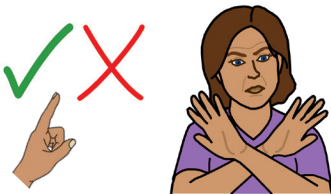
You **must** talk to the person who tried to help with your complaint first.



If you are still **not** happy you can ask us for a review.



To ask for a review you can call us.

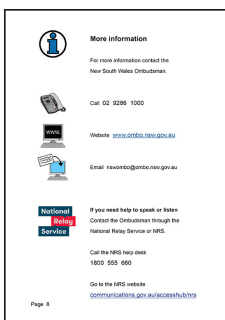


Make sure you talk about

- why you think our decision was wrong

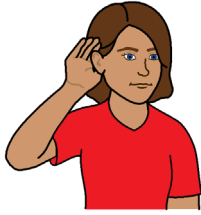


- any other information you think is useful.



You can find our phone number at the end of this book.

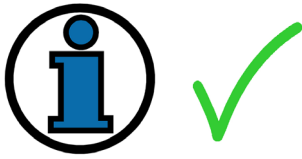
## What we will do



We will

- listen to what you say

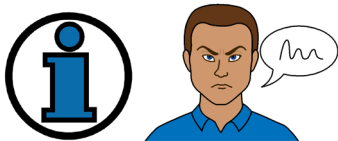
and



- see if there is enough information for a review.



We will tell you if we can start a review or not.

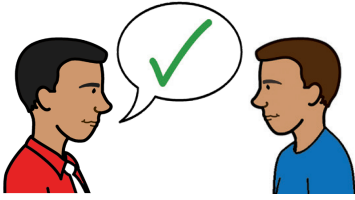


If we start a review we will

- look at all the information we have about your complaint



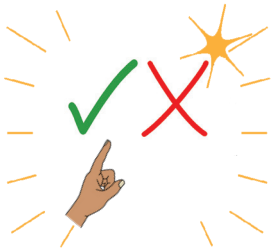
- look at the new information you tell us.



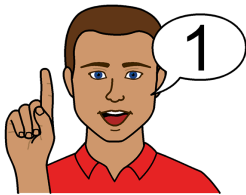
When the review is done we will

- tell you if our decision was right

or



- make a new decision with the information you tell us.



We can only review our decision once.



## More information

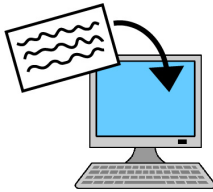
For more information contact the  
New South Wales Ombudsman.



Call 02 9286 1000



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



Email [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)



## If you need help to speak or listen

Contact the Ombudsman through the  
National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)





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Scope's Communication and Inclusion Resource Centre wrote the Easy English version in July 2020.

To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact the New South Wales Ombudsman.

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