

## Guarantee of service

### We will

- consider each matter promptly and fairly, and provide clear reasons for our decisions
- where we are unable to deal with a matter ourselves, explain why, and identify any other appropriate organisation where we can.
- help those people who need assistance to make a complaint to the Ombudsman.
- add value through our work.

### Our values

We will:

- provide the same high quality service that we encourage other organisations to offer.
- be fair, impartial and independent, and act with integrity and consistency.
- be accessible and responsive to all who approach us, and seek solutions and improvements that will benefit the broader NSW community.
- be a catalyst for change and a promoter of individuals' rights.

There are limits to our powers and resources but within those limits we will do whatever we can to help you.

### What if I am unhappy with the Ombudsman's decision?

We are committed to improving our service to the public. Your views are welcome, even if they are critical.

If you believe our decision is wrong, you can ask for your case to be reviewed. However, a decision will only be reviewed once. Review requests should be in writing explaining why you are dissatisfied.

If you have a suggestion or a complaint, telephone or write to the manager in either the general, police or child protection teams or community services division.

If you are unhappy with any of our procedures you can contact the Parliamentary Joint Committee on the Office of the Ombudsman and the Police Integrity Commission. The committee monitors and reviews our functions (although it cannot review our decisions about individual complaints). Address your letters to:

Chairman  
Committee on the Office of the Ombudsman  
and the Police Integrity Commission  
Parliament House  
Macquarie Street  
SYDNEY NSW 2000