How to complain about your service or support

The NSW Ombudsman

Easy English 2015
Do you need help to make a **complaint** about

- your service
  
or

- your support?

Complain or complaint means to say you are **not** happy.

You can make a complaint to the NSW Ombudsman.

We will try to help

- you
  
and

- the service
  
to fix the problem.

We will make sure your service

- understands what made you unhappy

- works with you to fix the problem.
What can you complain about to the NSW Ombudsman?

You can complain about services or support you get

- in your home. For example,
  - group home
  - respite.
- in the community. For example,
  - when you get help to go out in the community
  - day program.

You can also complain about staff who work for the service.

You can complain about any problem with

- the support you get
- the service you get.

For example,

- your service changes
- you do not get the same support as before
- your service will not fix a problem.
You can complain about a person or service who supports you as part of the National Disability Insurance Scheme (NDIS).

Who can complain to the NSW Ombudsman?

Anyone can complain to the NSW Ombudsman. For example,

- you
- a family member
- a carer
- staff who work with you
- a guardian
- an advocate
- anyone in the community.
What happens when you complain?

We want to fix the problem quickly.

We will

- talk about the problem
- try and fix the problem with you and your service.

We might investigate.

Investigate means to find out what happened.

We will investigate if

- you are not safe
- other people are not safe.

We might ask someone else to investigate.

For example, a service or the government.

We will

- check what is happening
- tell you what is happening.
Sometimes we will not do anything.
We will try to find someone else to help you.

Sometimes the problem is not a problem any more.
For example, you complained about a staff person more than 1 year ago.
The staff person does not work at the service anymore.
More information about the NSW Ombudsman

You can contact us Monday to Friday 9am - 4pm.

Call
02 9286 1000
1800 451 524 - outside Sydney city area

Email
nswombo@ombo.nsw.gov.au

Visit
Make an appointment first.
To make an appointment

• call

or

• email.

Then come to
Level 24, 580 George Street
Sydney NSW 2000
Website
www.ombo.nsw.gov.au

Fax
02 9283 2911

TTY telephone
02 9264 8050

Telephone Interpreter Service (TIS)
131 450
© Scope (Vic) Ltd. You may use this document for your own personal, non-commercial purposes only. You must not use the document for any other purpose, and must not copy, reproduce, digitise, communicate, adapt, modify the document or any part of it (or authorise any other person to do so) without the prior consent of Scope (Vic) Ltd.

Scope’s Communication and Inclusion Resource Centre wrote the Easy English May 2015 www.scopevic.org.au
To see the original contact the NSW Ombudsman.
Boardmaker™ is a trademark of Mayer-Johnson LLC.
Valuing People ClipArt © Inspired Services, UK.
www.inspiredservices.org.uk
Change pictures © 2011. www.changepeople.co.uk.