

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.

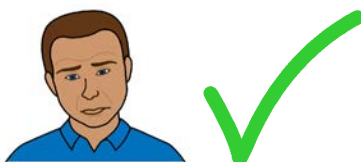


You can make a complaint to the NSW Ombudsman.



We will try to help

- you
 - and
 - the service
- to fix the problem.

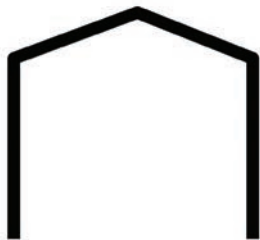


We will make sure your service

- understands what made you unhappy
- works with you to fix the problem.

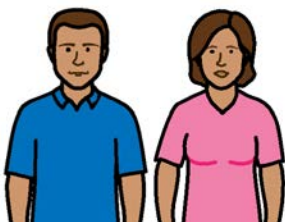


What can you complain about to the NSW Ombudsman?



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.

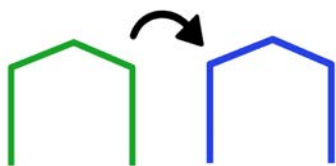


You can also complain about staff who work for the service.

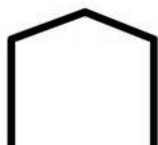
You can complain about any problem with

- 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

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
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20	21	22	23	24	25	26
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Visit

Make an appointment first.

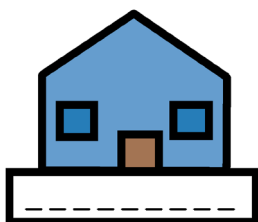
To make an appointment

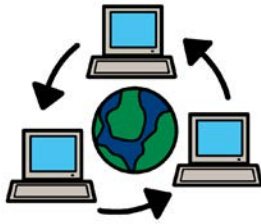
- call
- or
- email.

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



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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.

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