



**Got a  
complaint?**

**Talk to us!**

# What can you complain about?

If you are unhappy about the way you have been treated by a NSW government agency or a community service organisation, you can complain to us.

**Our service is free.**



**Complaints are ok!**



**Who can you  
complain about?**

You can complain to us about:

- Juvenile Justice and Correctional Centres
- Other NSW Government agencies such Sydney Buses, Roads and Maritime, Rail Corp, State Debt Recovery Office, Housing NSW, Local Health Districts
- Community Services
- Schools, TAFE and universities
- Local councils
- Community and disability service providers
- Out of home care services
- Youth refuges and boarding houses

**Young people deserve the best from  
NSW Government agencies and services**



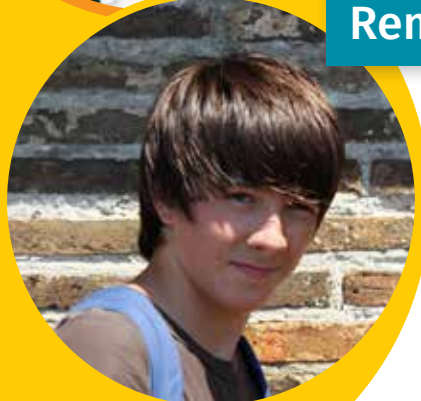
# How does it work?

You can contact us for information, advice or to make a complaint. If we can't help you, we may be able to tell you who can.



You can make a complaint over the phone, online, by email or by post. You can also ask someone else to call us about your complaint.

## Remember it's your right to:



- **Have a say**
- **Be listened to**
- **Try to sort out the problem**
- **Make a complaint**

# Want to contact us?



Call: **02 9286 1000** or toll free outside Sydney metropolitan area **1800 451 524**

Office hours: **Monday-Friday 9am-4pm**

Email: **nswombo@ombo.nsw.gov.au**

Make a complaint online: **www.ombo.nsw.gov.au**

Write to us: **NSW Ombudsman, Level 24,  
580 George St, Sydney NSW 2000**

Telephone Interpreter Service (TIS): **131 450**

We can arrange an interpreter through TIS or you can contact TIS yourself before speaking to us.

You can also ask to speak with our  
youth liaison officer or Aboriginal Unit.

scan the QR to go to the website

