

# Talk to the NSW Ombudsman



Our friendly inquiry staff are available **Monday to Friday, 9am to 4pm** or by appointment.

Level 24, 580 George Street  
Sydney NSW 2000

Phone: 02 9286 1000

Fax: 02 9283 2911

Toll free: **1800 451 524**

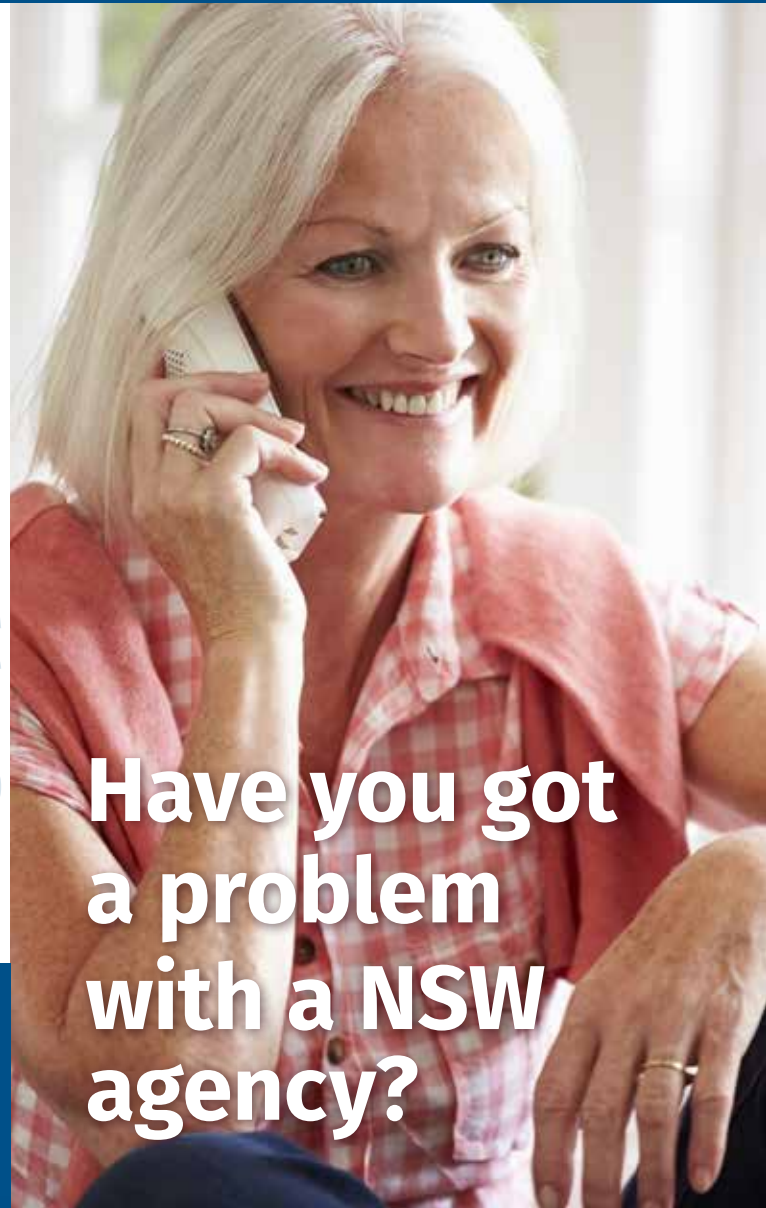
outside Sydney metropolitan area  
- mobile charges may apply

NRS: **133 677**

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

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

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Have you got  
a problem  
with a NSW  
agency?

Feedback is welcome.

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# If you need advice at any time, contact us.

**We deal with complaints  
about NSW government  
and some non-government  
agencies and community  
service providers.**

Some examples are:

- local councils, councillors  
and council staff
- public trustee
- disability, residential, home  
nursing, personal care, and  
community transport services.

We don't take sides.

Our services are free.

Anyone can make a complaint.

If you find it difficult  
to write a letter, we can help.

You can also ask a friend,  
a family member,  
your local member of Parliament  
or an advocate to complain  
on your behalf.



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

## We can help.