

## Contact us!

You can visit or write a letter to us

**Aboriginal Unit**  
**NSW Ombudsman**  
Level 24, 580 George Street  
Sydney NSW 2000

Our business hours are  
**Monday to Friday, 9am–5pm**  
(inquiries section closes at 4pm)  
Please phone us first to arrange a time.

Write an email and send it to  
**[AU@ombo.nsw.gov.au](mailto:AU@ombo.nsw.gov.au)**

Write a letter and fax it to **02 9283 2911**

## Phone us!

Phone to talk to us **02 9286 1000**

Phone us toll free (from outside Sydney)  
**1800 451 524**

For more information you can also look at  
our website **[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)**

'The Offering' artwork by Nathan Peckham.

**Feedback is welcome.**  ISBN: 978-1-921131-51-6 11/2013

© Crown Copyright, NSW Ombudsman, November 2013.

*This work is copyright, however material from this publication may be copied and published by State or Federal Government Agencies without permission of the Ombudsman on the condition that the meaning of the material is not altered and the NSW Ombudsman is acknowledged as the source of the material. Any other persons or bodies wishing to use material must seek permission.*



 **Ombudsman**  
New South Wales

**Got a  
complaint?**

**Talk  
to  
us!**

## Got a complaint?

If you think you have been unfairly treated by a NSW government agency\* or employee, or by certain non-government community service providers or their employees, you can get help from the Ombudsman.

Talk to us! We can:

- answer your questions and provide information on the phone
- make inquiries into your complaints and report back to you
- look at other ways to help with your problem
- if your complaint is justified, we will recommend changes to fix the problem.

\* Government agencies include schools, community services, RMS, buses, trains, universities and TAFEs ... just to name a few!

## Talk to us!

The Ombudsman has dedicated staff to deal with complaints from Aboriginal people and complaints dealing with Aboriginal cultural issues.

Talk to us if you have a complaint about:

- child protection
- community services
- local councils
- Aboriginal land councils
- or other NSW government agencies.

## How to make a complaint

You can:

- call us to talk about your complaint
- write to us to make a formal complaint
- ask anyone – a relative, friend, solicitor, welfare worker or anyone else – to complain on your behalf
- ask your local Member of Parliament to make the complaint for you.

You can also seek help from the Aboriginal Legal Service, Aboriginal Land Council and other Aboriginal organisations.