

How to make a complaint

Public Guardian Easy Read fact sheet



This fact sheet is about:

- The Office of the Public Guardian
- How to make a complaint about us



This information is in easy read.

There are some hard words in **blue**.

The hard words are explained.



The information in this sheet is from our Complaints **Policy**.

A **policy** tells us how we work with you.

You can read this **policy** on our website.

We can also send it to you in the mail.

What is a complaint?



A **complaint** is when you tell us you are not happy.

You can complain about:

- something your guardian did
- a decision your guardian made

You have a right to make a complaint.

What to do if you want to make a complaint



There are 3 steps to making a complaint:

- Talk to your guardian and see if you can fix the problem

- If you are still not happy you can talk to your guardian's manager



- If you are still not happy you can make a complaint

What happens when you make a complaint?



- We will listen to you

- Nothing bad will happen to you



- We will write down your complaint and keep a record of it

- We will look at your complaint



- We will send you a letter in 2 weeks after you tell us about your complaint.

- The letter tells you what we found out.

What if you are still not happy?



If you are not happy with what we said about your complaint you can call the **NSW Ombudsman**.

Their phone number is 1800 450 524



The **NSW Ombudsman** can listen to complaints about services and supports.



The NSW Ombudsman will make sure we did the right thing.

There are times we cannot look at your complaint



We cannot look at your complaint if:

- it is about something that happened more than 6 months ago
- we have looked at it already
- it is not about the Public Guardian

How to make a complaint



You can write to us at:

Public Guardian
Locked Bag 5116
Parramatta NSW 2124



You can email us

Informationsupport@opg.nsw.gov.au

You can make a complaint on our website

www.publicguardian.justice.nsw.gov.au



If you need help writing your complaint,
you can ask someone to help you.



You can call a Complaints Support Officer
to make a complaint.

The phone number is:

- 02 8688 6070
- 1800 451 510



You can call us through the National Relay Service.

The phone number is:

- 1800 555 630



There are more Easy Read fact sheets about the Public Guardian on our website.

www.publicguardian.justice.nsw.gov.au

We can send them to you in the mail.

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