

All government and community services must

- make you feel welcome
- treat you with respect
- treat you the same as everyone else
- be aware of different cultures
- help you understand your rights.

You are allowed to complain about a service provider.

## The NSW Ombudsman

We are here to help everyone in NSW.  
We want everyone to be treated fairly.  
Our service is free.



## Contact Us



Call 02 9286 1000

Toll free 1800 451 524  
outside Sydney metropolitan area  
- mobile charges may apply.



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



National Relay Service 133 677



Interpreter

Step 1: Call TIS 131 450  
Step 2: Ask to speak to the  
NSW Ombudsman - 9286 1000



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



**Do you have a problem with a  
NSW Government service or a  
community service?**

# You may have tried to make a complaint. But It did not help.



## The NSW Ombudsman may be able to help.



### We can help you:

- work out what your problem is
- make a complaint to the service provider
- work out what will fix your complaint.

### We may:

- ask you to bring any papers you have about the problem, like letters you wrote to the service provider or letters the service provider wrote to you
- talk to the service provider you have the problem with
- talk to other people you have asked to help you.



## Do you think you were treated in an unfair way?



### You have tried to get help about a service:

- fixing a problem
- finding out more information
- asking about your rights.



### Staff were unhelpful to you. Or they

- were rude and did not respect you
- did not have information in your language
- did not have an interpreter.

Lots of people may have the same problem as you. We work with service providers to make services better for everyone.