

How to make a complaint

Complaints about Tasmanian Government Agencies

Easy Read version



How to use this document



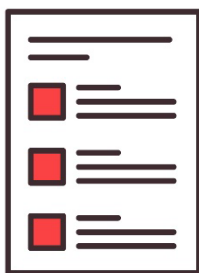
We are Ombudsman Tasmania.

We wrote this document.

Bold
Not bold

We wrote some words in **bold**.

We explain what these words mean.



There is also a list of these words on page **26**.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of a webpage.

It only includes the most important ideas.



You can find the webpage on our website.

www.ombudsman.tas.gov.au/complaints

What's in this document?

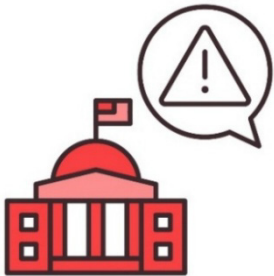
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What you can make a complaint about

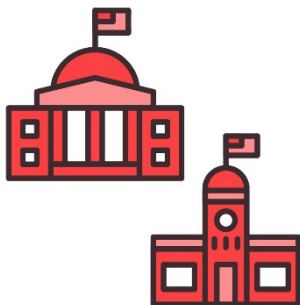


A **complaint** is when you tell someone that something:

- has gone wrong
- isn't working well.

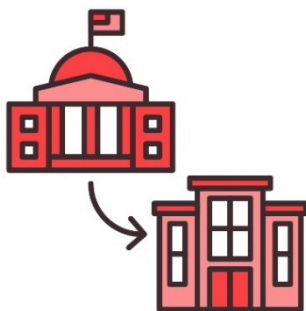


You can make a complaint to us about a **Tasmanian Government Agency**.



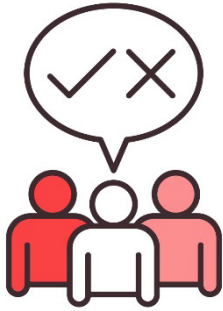
A Tasmanian Government Agency can include:

- a state government department
- a local government.



A Tasmanian Government Agency can also include:

- an organisation the Tasmanian Government owns all or part of
- an organisation run by the Tasmanian Government.



We are **independent**.

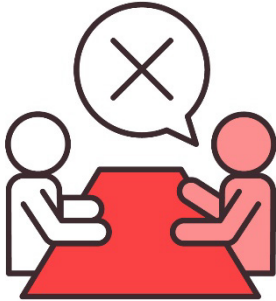
This means we:

- make our own decisions
- don't take sides.



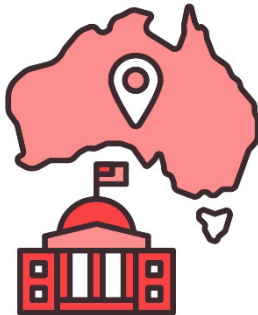
Our service is free.

Complaints we can't help you with

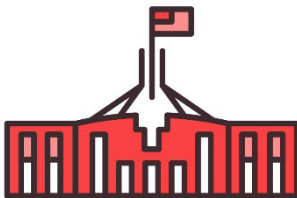


We can't help you with complaints about other government agencies.

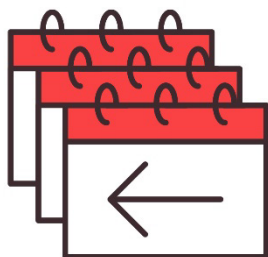
This includes:



- other state and territory governments



- the Australian Government.

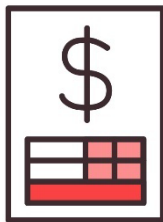


We might not be able to help if your complaint is about something you have known about for **more than 2 years.**



We can't help with complaints about private businesses.

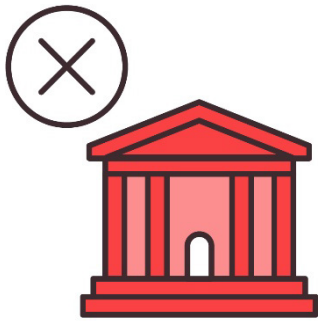
For example, complaints about:



- your telephone bill



- something you bought from a shop that was broken.

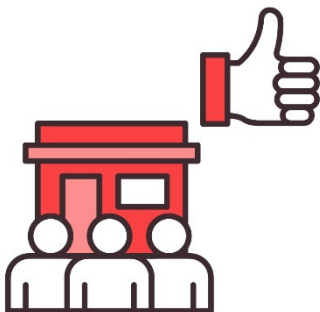


We also can't help with complaints about some parts of the Tasmanian Government.

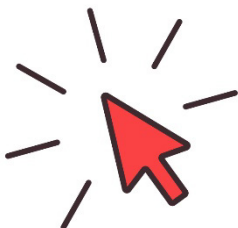


For example, complaints about a decision made in **court**.

Court is a place where decisions about the law are made.



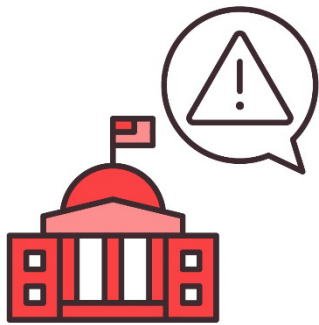
A different organisation might be able to help you with your complaint.



You can find out who you should make a complaint to on our website.

[www.ombudsman.tas.gov.au/complaints/
referrals-to-other-organisations](http://www.ombudsman.tas.gov.au/complaints/referrals-to-other-organisations)

Before you make a complaint to us



You should tell the Tasmanian Government Agency what your complaint is about before you tell us about it.

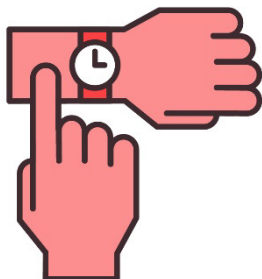


You might be able to work together with them to make it better.

You should:



- write to them about the issue



- give them time to reply.



You can find some tips to help you talk to them on our website.

www.ombudsman.tas.gov.au/complaints/smart-complaining



If you're still not happy, you can make a complaint to us.

How to make a complaint



You can only make a complaint to us if the issue affected you.



You can also choose someone you trust to make a complaint for you if you can't.

We call this person your **representative**.



For example:

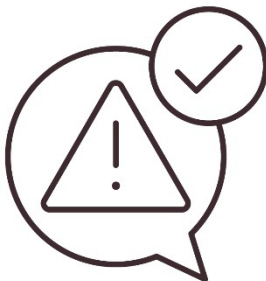
- a friend
- a family member.



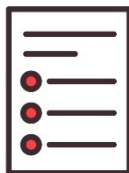
We will check if you agree to have your representative make a complaint for you.



Your representative will also need to give us proof that they can speak for you.



You need to contact us to explain your complaint clearly.



You should tell us what you have already done to try to fix the issue.

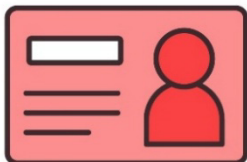
You should include:



- your contact details



- the Tasmanian Government Agency's contact details



- the names of people you have contacted.

You should also include:



- important dates, like the date when the issue started

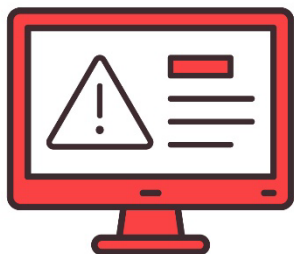


- copies of letters and documents.



You also need to tell us what you want to happen after you make a complaint.

How to send us your complaint



You can fill out our complaint form online.

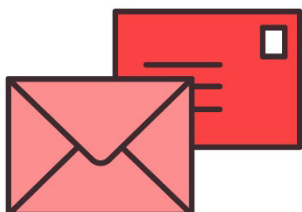
forms.justice.tas.gov.au/prd/?entitytype=Ombudsman&layoutcode=WF_Ombudsman_Case_Maintenance



You can:

- download the complaint form
- print it out.

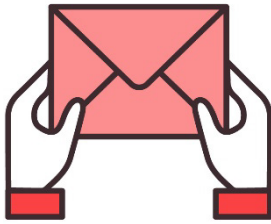
www.ombudsman.tas.gov.au/complaints



You can send the form in the mail.

GPO Box 960
Hobart 7001

You can give the form to us in person.



Level 6

NAB House

86 Collins Street

Hobart, Tasmania

7001



You can also email the form to us.

ombudsman@ombudsman.tas.gov.au



You can call us to tell us your complaint.

1800 001 170

What we will do

We will:

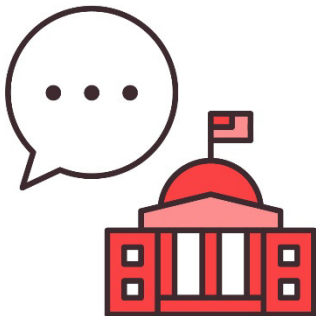


- look at the information you have given us



- talk to you about what happened.

We will also:



- contact the Tasmanian Government Agency that your complaint is about



- ask them for information about what happened.



We might also talk to other people who know about the issue.



We will let you know what is happening with your complaint.



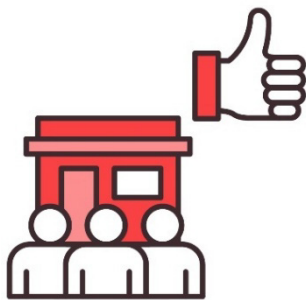
We will work together with:

- you
- the Tasmanian Government Agency.

We will try to make things better.



Sometimes we can't help with a complaint.



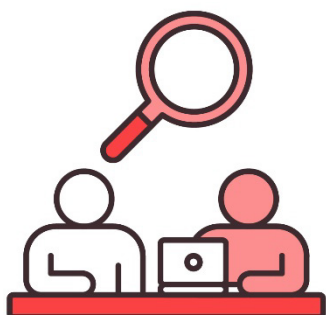
But we can connect you with an organisation who can help you.

Complaints about us



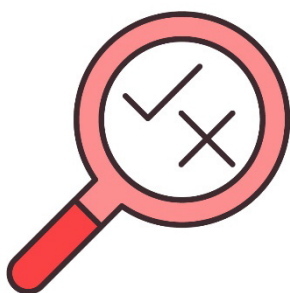
You can make a complaint about:

- a decision we made
- our services.

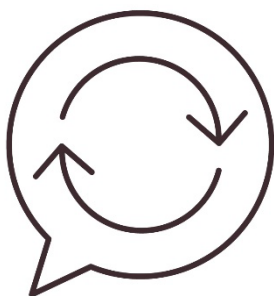


You can ask for an **internal review** of a decision.

An internal review is when we check:



- how we made a decision

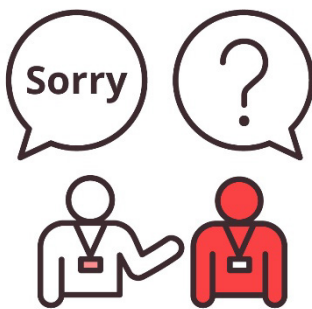


- if we need to change a decision.



You can make a complaint about our services.

It is best to talk to the person your complaint is about first.



They might:

- say sorry
 - tell you why they did something
 - ask their manager to help.
-



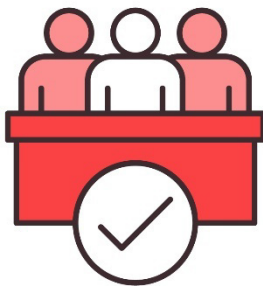
You can also ask for help from the person's manager.



You might do this if you don't want to keep working with the person your complaint is about.



You can also make a complaint about us to people outside our organisation.



The Joint Standing Committee on Integrity is a group who make sure we do the right thing.



You can call them.

(03) 6212 2200



You can send them an email.

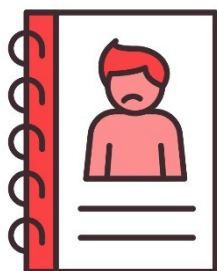
integrity@parliament.tas.gov.au

If you are worried about a child or young person



We work with other organisations to make sure children and young people are:

- safe
- healthy.



We worked together to create a guide.

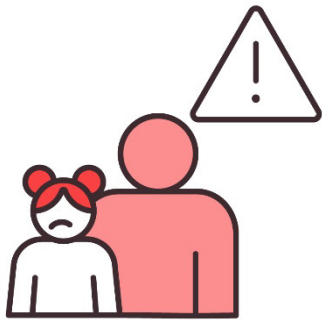
The guide explains:



- what to do if you are worried about a child or young person



- how each organisation deals with complaints about **child sexual abuse**.



Child sexual abuse is when someone:

- makes a child do sexual things
- does sexual things to a child.



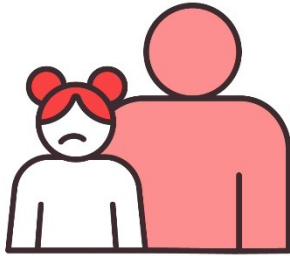
You can find the guide on our website.

**[www.ombudsman.tas.gov.au/complaints/
guide-to-tasmanian-oversight-bodies](http://www.ombudsman.tas.gov.au/complaints/guide-to-tasmanian-oversight-bodies)**

Word list

This list explains what the **bold** words in this document mean.

Child sexual abuse



Child sexual abuse is when someone:

- makes a child do sexual things
- does sexual things to a child.

Complaint



A complaint is when you tell someone that something:

- has gone wrong
- isn't working well.



Court

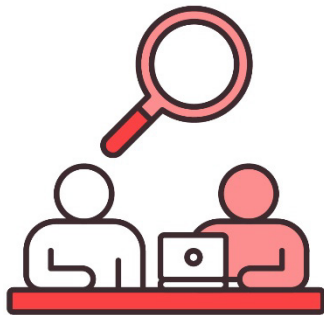
Court is a place where decisions about the law are made.



Independent

When an organisation is independent, they:

- make their own decisions
- don't take sides.



Internal review

An internal review is when we check:

- how we made a decision
- if we need to change a decision.

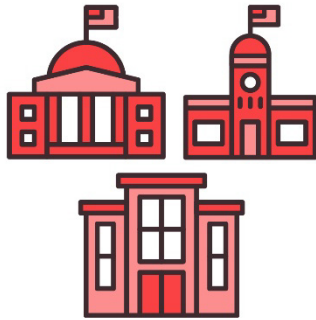


Representative

A representative is someone you choose to make a complaint for you if you can't.

Tasmanian Government Agency

A Tasmanian Government Agency can include:



- a state government department
- a local government
- an organisation the Tasmanian Government owns all or part of
- a organisation run by the Tasmanian Government.

Contact us



Our office is open:

- Monday to Friday
- 9:00 am to 4:30 pm.



You can visit us.

Level 6
NAB House
86 Collins Street
Hobart, Tasmania
7001



You can call us.

1800 001 170



You can send us an email.

ombudsman@ombudsman.tas.gov.au



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