

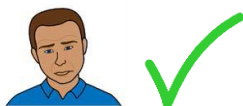
Do you need to make a complaint about something happening at



Complain or complaint means to say you are **not** happy



If you tell us what is making you unhappy we will try to help fix the problem



and make you happy again



What happens when you complain?

We want to fix the problem quickly



We will

- Talk about the problem
- Try and fix the problem



We might investigate.

Investigate means to find out what happened



Sometimes we may not be able to do anything and will try to find someone else to help you.



If you are not happy with our help you can ask someone else to help you fix the problem.



You can make a complaint to the NSW Ombudsman.



More information about the NSW Ombudsman



You can contact them
Monday to Friday 9am - 4pm



Call

02 9286 1000

1800 451 524 - outside Sydney city area



Email

nswombo@ombo.nsw.gov.au



Visit

Make an appointment first.

To make an appointment

- call
- or
- email.



Then GO to

Level 24, 580 George Street

Sydney NSW 2000



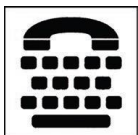
Website

www.ombo.nsw.gov.au



Fax

02 9283 2911



TTY telephone

02 9264 8050



Telephone Interpreter Service (TIS)

131 450

