

EASY READ



# Queensland Ombudsman What we do



QUEENSLAND  
OMBUDSMAN

## About us

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We are the Queensland Ombudsman.



We can **investigate** complaints about **government agency** actions and decisions.

**Investigate** means we find out what happened and tell people about any problems we find.



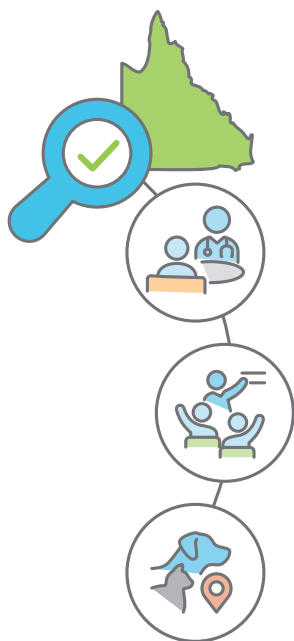
**Government agencies** operate government services.

For example, they operate prisons, schools and rubbish collections.



Government agencies are:

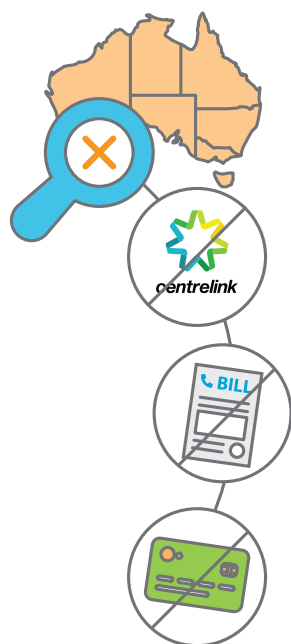
- Queensland state government departments
- Queensland local councils
- Queensland public universities.



**We can** investigate complaints about Queensland government agencies.

For example, we can investigate complaints about:

- child safety
- TAFE colleges and schools
- councils.



There are things **we can't** investigate.

For example, we can't investigate complaints about:

- Commonwealth government services like Medicare, NDIS and Centrelink
- phones
- banking.

If we can't help you with your complaint we will try to find someone else to help you.



Our website talks about other places that can help.

[Click here](#)



We can investigate if a decision was made the right way.



You can tell us if you think a government agency did not do things the right way.



We will look at what happened.

We will tell you if we can investigate.

We will let you know what we do about your complaint.

Our service is free.



Our website talks about what we can investigate.

[Click here](#)

## It's OK to complain

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You can complain to a government agency if you think they did something wrong.



You can tell the government agency why you are not happy and ask them to fix the problem.

For example:

- if you are told you can't go on the waiting list for public housing, you can complain to the Department of Housing
- if you do not agree with the Public Trustee about what you can do with your money, you can complain to the Public Trustee.



You can use the government agency's **complaints process**.

A **complaints process** is the rules the agency will follow to look at your complaint.

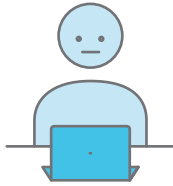


Our website tells you more about how to complain to an agency.

[Click here](#)

## What to do if you are still not happy

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Sometimes, you might not be happy about what happens when you complain to a government agency.



You can ask the government agency to **review** the decision.

**Review** is when someone looks at how the decision was made.



If you are still unhappy about what happened, you can complain to us.

## You can get help to complain

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If you need help to complain, you can talk to us.

Our staff will listen to you. We can:

- give you advice about your complaint
- tell you what to do next.



You can ask someone else to contact us for you. This can be a relative, friend, case worker or anyone else.

We will ask if you agree to their help.

## What happens if you complain to us

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If you complain to us, we will tell you if we can help.

We look at your complaint to see:

- if you have already complained to the agency
- if it is an agency we can investigate.



If we can investigate:

- we will look at documents
- we will talk to you about what happened
- we might talk to the government agency about what happened.

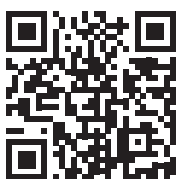


We will tell you what we find.

We will tell the government agency if they should do something different.



We can't make the government agency accept our advice. But our advice is nearly always accepted.

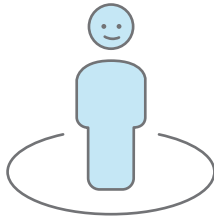


Our website has more information about what happens when you complain to us.

[Click here](#)

## We are independent

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We are **independent**.

**Independent** means no one can tell us what to investigate.

We do our own investigations.



Government agencies cannot stop our investigations.



We report to the Queensland Parliament.



## How to contact us

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### Phone

07 3005 7000



### Interpreter

131 450



### Speak & Listen

1300 555 727



### Website

[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)



### Email

[ombudsman@ombudsman.qld.gov.au](mailto:ombudsman@ombudsman.qld.gov.au)



### Mail

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Brisbane  
Queensland 4001

We acknowledge the Traditional Owners of the land throughout Queensland and their continuing connection to land, culture and community. We pay our respects to Elders past, present and emerging.

This Easy Read document is a cut down version of our services. It does not tell everything that we do. It is a way to help more people find out about what we do. Our website tells you more.

