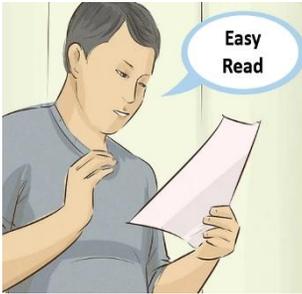


## How to give feedback and make a complaint



The Office of the Public Advocate (OPA) wrote this factsheet.

When you see the word 'we' it means the people who work at OPA.



We wrote it in an easy to read way.

We use pictures to explain things.

Hard words are **bold** and **blue**.



You can ask someone to help you read this factsheet.

You can read our Hard Word Factsheet if you need more help.



We wrote this factsheet to explain what **feedback** is and how you can make a **complaint**.

## Different types of feedback



There are different types of feedback you can give **OPA**:

- A compliment
- A complaint
- A suggestion



You can give **OPA** feedback about something you are happy with.

This is called a compliment.



You can give **OPA** feedback about something you are not happy with.

This is called a complaint.



You can give **OPA** feedback about something that you think could help them do a better job.

This is called a suggestion.

## What is a complaint?



A complaint is when you say you are not happy with something.

Everyone has the right to complain.



You might be unhappy with **OPA**.



Maybe you are unhappy about something someone did.

Or something someone said.

Or about a decision that was made.



If you are unhappy about something that happened at **OPA** you can make a complaint.

## Steps to make a complaint about OPA



Contact the person at **OPA** who provided the service you were not happy with.

See if they can fix the problem.



If this doesn't work, contact that person's manager.



If this doesn't work, you can make a complaint to **OPA**.

There are lots of ways to do this.



You can make a phone call.



You can write a letter.



You can send an email.



You can go online using the Feedback Page on the Department of Justice's website.



You can get someone to help you with your complaint.

This could be a friend, family member or care provider.

## What happens when you make a complaint?



**OPA** will listen to you.

Nothing bad will happen to you.



**OPA** will look at your complaint and keep a record of it.

They will work out how they can help.



**OPA** should contact you within two weeks of getting your complaint.



Their response will let you know what they are going to do about your complaint.



Sometimes **OPA** cannot help you with your complaint.



This could be for a number of reasons such as:

- The complaint is not about **OPA**.
- The complaint has already been dealt with.



If you are not happy with **OPA's** response to your complaint, you can contact the Ombudsman WA.



Their contact details are at the end of this factsheet.

## More information:



The **Office of the Public Advocate** protects the rights of adults with decision-making disabilities and is appointed under the *Guardianship and Administration Act 1990 (WA)*.

You can learn more about what they do by visiting their website:

[www.publicadvocate.wa.gov.au](http://www.publicadvocate.wa.gov.au).

**Postal Address:** PO Box 6293, East Perth WA 6892

**Phone:** (08) 9278 7300

### Telephone Advisory

**Service:** 1300 858 455

**Email:** [opa@justice.wa.gov.au](mailto:opa@justice.wa.gov.au)

**Website:** [www.publicadvocate.wa.gov.au](http://www.publicadvocate.wa.gov.au)

### Department of Justice Feedback Webpage:

<https://www.wa.gov.au/organisation/departments-of-justice/feedback-the-department-of-justice>

## Ombudsman Western Australia

**Postal Address:** PO Box Z5386 St Georges Terrace, Perth WA 6831

**Phone:** (08) 9220 7555

**Email:** [mail@ombudsman.wa.gov.au](mailto:mail@ombudsman.wa.gov.au)

**Website:** [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

This **Easy Read** factsheet is a general guide and was created using Wikihow Images <https://www.wikihow.com>, used with permission.

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