

How to give feedback and make a complaint





This is an easy read factsheet.

This means we use pictures to help explain words.



The Office of the Public Advocate (OPA) wrote this factsheet. When you see the word 'we' it means the people who work at OPA.

bold

Hard words are **bold**.

not bold



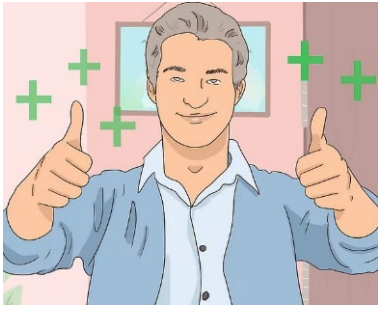
You can ask someone to help you read this factsheet.

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.

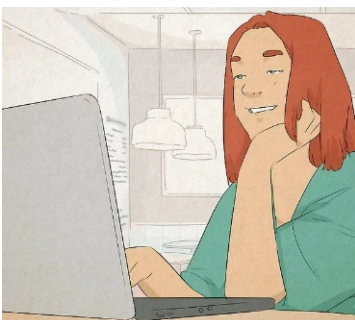


OPA will look at your **complaint** and keep a record of it.

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.

Contact information – Office of the Public Advocate:



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)*.



www.publicadvocate.wa.gov.au.



PO Box 6293, East Perth, WA 6892



opa@justice.wa.gov.au



(08) 9278 7300

or

The telephone advisory service number is
1300 858 455

Contact information – Ombudsman Western Australia:



www.ombudsman.wa.gov.au.



PO Box Z5386 St Georges Terrace, Perth WA 6831



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