

# Complaints about other public sector agencies

## Factsheet

The NSW Attorney General cannot consider complaints about other public sector agencies that do not fall within their portfolio responsibilities. The Department of Justice has no oversight role with respect to these agencies.

### General information

Complaints can often be resolved by contacting the area of the agency with which it relates to. If these concerns cannot be resolved in the first instance by that area, you can ask for your matter to be escalated to a more senior level within the agency.

Each public sector agency has a complaint policy and usually also has dedicated complaint-handling officers. Information about the complaint policy is available on the agency's website or can be obtained by contacting the agency.

It is also possible to write a letter of complaint addressed to the chief executive of the agency. Service NSW lists contact details for NSW government agencies at [www.service.nsw.gov.au/nswgovdirectory](http://www.service.nsw.gov.au/nswgovdirectory), or alternatively you can telephone Service NSW on 13 77 88.

### NSW Ombudsman

The NSW Ombudsman is an independent and impartial watchdog, which can investigate complaints about most public sector agencies in NSW. Complaints can be about conduct that may be illegal, unreasonable, unjust or oppressive, improperly discriminatory, based on improper motives or irrelevant grounds, based on a mistake of law or fact, or otherwise wrong.

The Ombudsman may refer complaints to certain other agencies such as the Privacy

Commissioner, Judicial Commission or Law Enforcement Conduct Commission if they are better suited to conduct an investigation.

Further information about the role of NSW Ombudsman and the complaint-handling process is available online at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) or by telephoning (02) 9286 1000 or toll free (outside the Sydney metro area) 1800 451 524.

To make a complaint to the NSW Ombudsman, you can make a complaint online by visiting <https://www.ombo.nsw.gov.au/complaints/making-a-complaint>.

### Complaining to the responsible Minister

Most public sector agencies are directly accountable to a Minister. A member of the public can write to a Minister, to make a complaint or raise other concerns about an agency within that Minister's portfolio responsibilities.

The NSW Parliament website at [www.parliament.nsw.gov.au](http://www.parliament.nsw.gov.au) provides a list of Ministers and their contact details. Alternatively, contact forms for all Ministers are available online at <https://www.nsw.gov.au/your-government/ministers/>.

### For further information

Visit **NSW Ombudsman** online at [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au) or by telephoning (02) 9286 1000 or toll free (outside the Sydney metro area) 1800 451 524.