

Feedback and Complaints and Review of Decisions

We are committed to continuously improving our service to customers and welcome your feedback. If you would like to let us know about how we've done something well, please let your client service team know.

If you would like to make a complaint please follow the steps below.



Step 1:

Speak to your client service team

Contact your client service team and speak to them about your concerns. If it is about a decision that was made, ask them to explain why the decision was made. You can request that the decision be explained to you in writing.



Step 2:

Speak with the manager of your client service team

If after speaking with your client service team you are still dissatisfied you can ask to discuss your concerns with the team manager.



Step 3:

Write to us to make a formal complaint

If after speaking with the manager of the client service team you are still unhappy you can write to us to make a formal complaint. The matter will be referred to a senior officer to review and respond, usually within 21 days.

Please write to:

Executive Support Team NSW Trustee & Guardian

Locked Bag 5115
Parramatta NSW 2124

If you remain dissatisfied you can contact the NSW Ombudsman on:

Phone: 02 9286 1000

Freecall: 1800 451 524

Email: nswombo@ombo.nsw.gov.au

Online: www.ombo.nsw.gov.au

NSW Ombudsman

Level 24, 580 George Street
Sydney NSW 2000

Review of decisions



Step 1: Internal review

If you disagree with a decision made by NSW Trustee & Guardian you can ask the manager of your client service team to informally review the decision. However, some decisions such as significant decisions may be reviewed under a more formal process. In these situations, you must first ask for an internal review. This should be done in writing within 28 days of being told of our decision.

The review will be carried out by a senior person at NSW Trustee & Guardian who was not involved in the initial decision. That person will write to you within 21 days explaining the result of their review.

To organise an internal review write to:

Executive Support Team
NSW Trustee & Guardian
Locked Bag 5115
Parramatta NSW 2124

In your letter please request a Review of Decision and outline why you think the decision made was not in the person's best interests.



Step 2: External Review

If you are not satisfied with the outcome of an internal review you can seek an independent review by NCAT. This must be done within 28 days of the letter informing you of the result of the internal review.

Not all of our decisions are able to be reviewed. Decisions made in accordance with a direction by the Supreme Court of NSW cannot be reviewed. Reviewable decisions include:

- decisions made in accordance with our functions
- when we have not approved a request to allow or not allow the managed person to deal with their own estate
- decisions we have made in our authorisation and direction of you as a private manager.

Any interested person can apply for a review of our decisions. Legal fees may apply to the estate of the managed person if legal proceedings are required.

In limited circumstances appeals can be made to the Supreme Court of NSW. Before undertaking an appeal to the Supreme Court of NSW legal advice should be sought.