

Your right to make a complaint

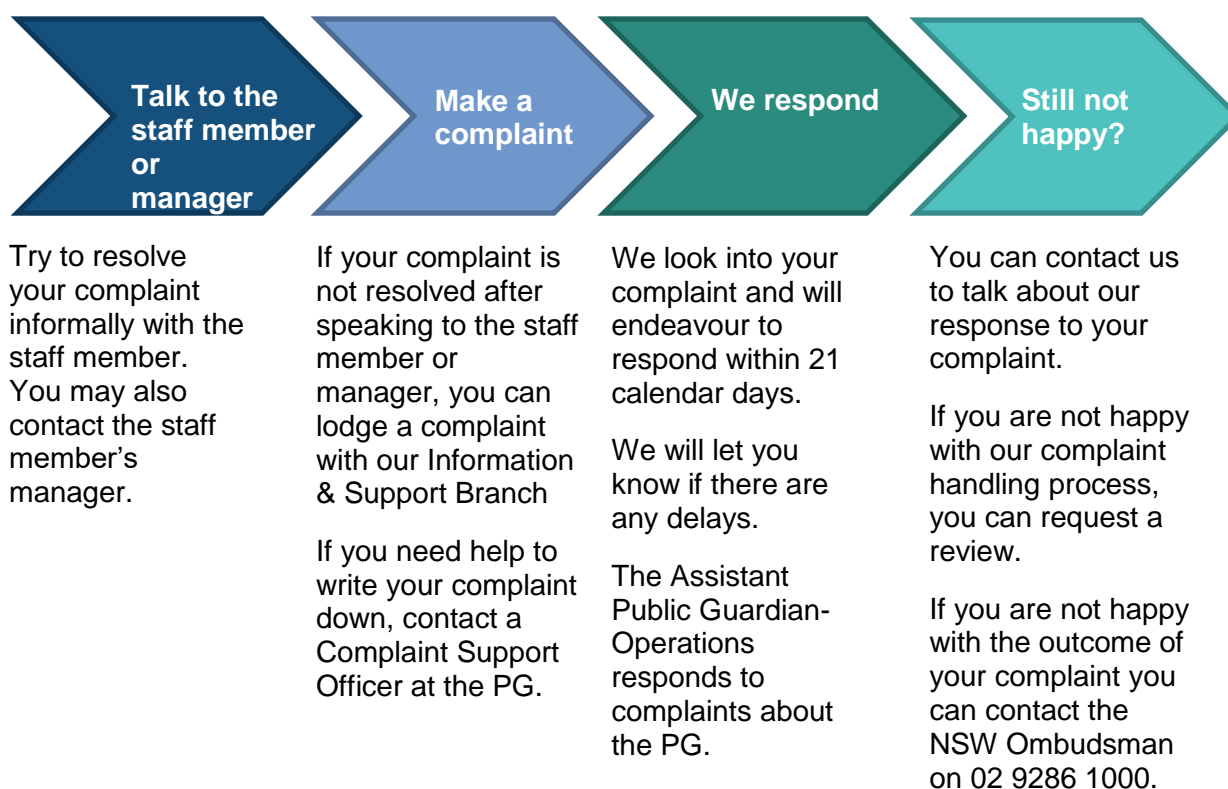
Public Guardian – Fact Sheet

This fact sheet explains how you can make a complaint about the NSW Public Guardian (PG). An Easy Read version of this fact sheet is available on our [website](#).

What does the Public Guardian do?

The Public Guardian represents people with impaired decision-making ability and is appointed by the Guardianship Division of the NSW Civil and Administrative Tribunal (NCAT) or Supreme Court. The Public Guardian is appointed to make health and lifestyle decisions for people who are unable to make decisions independently or with informal support. The Public Guardian’s decision-making authority is detailed in a guardianship order.

Steps to take if you have a complaint about the PG



There are some complaints we cannot respond to:

- ✘ Complaints we have already investigated
- ✘ Complaints about other agencies and their staff

Can your complaint change a decision?

Complaints cannot change a decision made by the Public Guardian.

If you disagree with a decision made by the Public Guardian, you can request a review of the decision. This is a different process to making a complaint. For more information refer to the fact sheet Your Right to Request a Review of Decision on our [website](#).

How do I request a review of a complaint?

If you are not happy with the complaint handling process you can contact us to request a review. This review will look at how we processed your complaint. You will need to provide reasons why you believe your complaint should be reviewed. For example, we have not looked at a key document or piece of information.

How is your personal information stored?

When you make a complaint, we will keep a record of it for the purposes of our complaint handling process. We will discuss your complaint with relevant staff of the PG. We might need to speak with you again about your complaint and we will ask for your contact details. Your personal information will not be shared with external organisations and you will not be discriminated against for making a complaint.

How to contact us about making a complaint



For questions about lodging a complaint or if you need support to communicate your complaint, contact a Complaint Support Officer on:

02 8688 6070
1800 451 510 for country callers



To lodge a complaint or contact us with a question, email us at:

informationsupport@opg.nsw.gov.au

You can also make a complaint via Feedback Assist on our website:

www.publicguardian.justice.nsw.gov.au



You can write to us at:

Public Guardian
Locked Bag 5116
Parramatta NSW 2124



You can fax us on:

02 8688 9797



You can also contact us through the National Relay Service on:
18000 882 889



If English is your second language, you can contact us through the Translating and Interpreting Service on 131450.