

## Complaints by young people

### Got a complaint?

If you are unhappy about the way you have been treated by a NSW agency (including both government and some non-government agencies) or their employee, you can [contact](#) us. This includes treatment by:

- departments: for example, the [Department of Education and Training](#), [Department of Housing](#)
- authorities: for example, the [Roads and Traffic Authority](#), [State Transit Authority](#), [State Rail Authority](#)
- universities and TAFEs
- [NSW Police Service](#)
- [local councils](#)
- detention centres
- juvenile justice centres
- area health services
- non-government schools
- child care centres
- agencies provide substitute residential care.

Just to name a few.

For more information about government services and young people, visit the NSW Government's [Youth NSW](#) website.

### Who can complain?

Anyone can make a complaint to us. You can:

- complain for someone
- get someone to complain for you
- complain with someone
- complain on your own



You don't need permission to make a complaint.

### It's no crime being YOUNG

When making a complaint it is important to:

- Trust yourself and your feelings about what has happened
- Tell someone who can help you
- Take action to fix the problem

### Making a complaint is simple

You can:

- [call us](#) to make enquiries
- [write to us](#) to make a formal complaint
- ask anyone - a relative, friend, solicitor, youth worker, teacher, or anyone else - to help you make a complaint
- have your local Member of Parliament make the complaint for you

- fill out our Online Complaints Form [here](#)

We can:

- answer your questions and provide information on the telephone
- make inquiries into your complaint and report back to you
- look at informal resolutions to your complaint
- if your complaint is justified, we will recommend changes to fix the problem.

## Complaining can be scary

Lots of people find complaining a bit scary. We understand. There are laws to protect people making a complaint. We'll do everything in our power to help.

We have a Youth Liaison Officer. This is a special position that looks after complaints from young people and complaints dealing with youth issues. You can contact the Youth Liaison Officer by telephoning 9286 1093. If you are outside the Sydney metropolitan area you can call our toll-free number 1800 451 524.

## Some tips

It is useful to know a few details when you make a complaint. For instance, we would like to know:

- When did the incident happen?
- What are the details?
- Where did the incident happen?
- Who was involved?
- Were there any witnesses?
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## Remember

You've got a right to good service  
Nothing will change if you don't complain  
If they don't listen, complain to us!

If you are unsure whether we can help, call us and find out!

## Contact details

NSW Ombudsman  
Level 24, 580 George Street  
Sydney NSW 2000  
Phone: 02 9286 1000  
Toll free: 1800 451 524  
Fax: 02 9283 2911  
TTY: 02 9264 8050  
E-mail: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

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