

FACTSHEET

Feedback and Complaints

To the Office of the Public Guardian

This fact sheet gives information on how to provide feedback or make a complaint to the Office of the Public Guardian (OPG). You can find more information about how we deal with feedback and complaints in our [Complaints and Feedback Policy](#).

Providing feedback or making a complaint

The OPG values complaints as an important way to make sure we are providing a good service. You have a right to tell us when you are not happy with our service or with a decision.

The OPG values positive feedback or comments about what you think we have done well.

What should you do first?

If you have regular contact with an OPG guardian or another staff member, we recommend you talk to them first about your concerns. Sometimes, talking about the issue can help resolve it. If you are a person under guardianship, you can also ask for written reasons for a decision.

Making a complaint

If you are still unhappy after talking about the issue or reasons for a decision, you may wish to make a formal complaint or request a review of a decision.

If you can, it is best to make your complaint in writing so we have a clear record of the issues. It helps if you tell us:

- Your name and contact details
- What/who the complaint is about
- What decision or actions you are concerned about
- What outcome you want
- Any information you think is relevant or that you think has not been considered

You can make a complaint via:

- Email: opgfeedback@publicguardian.tas.gov.au
- Web: www.publicguardian.tas.gov.au
- Phone: 6165 3444 (state-wide)
- Post: GPO Box 825, Hobart, TAS 700 (state-wide)

If you need help writing down your complaint, an OPG staff member, support person or advocate can assist you.

What happens next?

We will contact you to acknowledge the complaint within 3 working days. We will investigate the concerns and provide a written response within 30 days.

If you have asked for reasons for decision, we will provide a written response within 21 days of your request.

Review of Decision

If a review of decision is agreed, a different guardian or the Public Guardian will review the decision against the OPG's Decision-Making Framework.

We will tell you the outcome of the review and whether or not a new decision has been made within 30 days.

What if I am still unhappy?

If you are still unhappy with our response to your complaint, you can contact the Tasmanian Ombudsman. The Ombudsman's office investigates complaints about State Government agencies.

Ombudsman Tasmania

GPO Box 960

Hobart, TAS, 7000

PH: 1800 001 170

Em: ombudsman@ombudsman.tas.gov.au

Decisions the Public Guardian can't review

The Public Guardian cannot review decisions made by the Tasmanian Civil and Administrative Tribunal (TasCAT) including appointing the Public Guardian.

Information about requesting a review of an order or reasons for the Tribunal's decisions is available from the Tribunal.

TasCAT

Phone: 1800 657 500

Web: www.tascat.tas.gov.au

Contact

GPO Box 825, HOBART TAS, 700 (state-wide)

Phone: (03) 6165 3444 or 1800 955 772

Email: public.guardian@publicguardian.tas.gov.au Visit: www.publicguardian.tas.gov.au

