

# Our Service Standards



## OUR ROLE

To serve the Tasmanian community through the independent and impartial resolution of complaints and investigation of systemic issues relating to public administration, health care and water and energy services.

## THE SERVICE YOU CAN EXPECT FROM US

In all cases we will –

- give careful attention to your matter
- seek to resolve the matter as soon as practicable – please note that the time required will vary with the complexity of the matter and other factors
- advise you if time is required for more complex matters
- aim to act promptly in our contacts with you
- provide you with the name of a contact person in our office on all correspondence
- keep you informed at regular intervals of the status of your matter
- clearly explain our processes to you
- act fairly, independently, objectively and in the public interest
- communicate with you clearly and courteously
- respect your privacy, and collect, store, use and disclose your personal information only in accordance with law
- clearly explain to you the reasons for any decisions we take, and
- seek to identify and promote beneficial changes to systems and practices

## IF WE DECIDE THAT WE CANNOT ASSIST IN YOUR CASE, WE WILL –

- explain why
- try to refer you to someone who can

## HOW YOU CAN HELP US

To help us meet our standards of service, we ask you to –

- treat our staff with courtesy and respect
- provide us at the outset with full and accurate, but only necessary, information
- promptly respond to any requests for further information
- let us know changes to your contact details
- let us know any new information relevant to your complaint
- inform us of any special needs you may have

## THINGS TO KEEP IN MIND

We ask you to keep in mind that -

- we do not advocate for any party or take sides
- we can only do those things which fall within our statutory powers and functions
- we cannot award compensation, except in some circumstances under the Energy Ombudsman Act
- we do not provide legal advice
- our resources are very limited

## UNHAPPY WITH OUR DECISION?

If you are unhappy with a decision made by our Office, you can ask for the decision to be reviewed.

Any review is carried out by another officer of equal or greater seniority than the officer who made the original decision.

The review will be completed as soon as practicable, and the review officer will write to you to inform you of the outcome.

There is no potential for internal review where the decision has been made by the Ombudsman or Health Complaints Commissioner personally.

### **UNHAPPY ABOUT OUR LEVEL OF SERVICE?**

If you are unhappy with the level of service provided by a member of our staff, you may raise the issue directly with that person.

If you are not comfortable with doing this, or are still unsatisfied after speaking with the staff member, you may raise the matter with their supervisor.

### **OVERSIGHT BY THE PARLIAMENT**

The performance of the Ombudsman (but not of the Health Complaints Commissioner) is monitored and reviewed by the Joint Standing Committee on Integrity. This Committee was established under the *Integrity Commission Act 2009*.

If you wish to complain to the Committee about the performance of the Ombudsman, you can write to –

Chairman  
Joint Standing Committee on Integrity  
Parliament House  
Salamanca Place  
HOBART TAS 7000

The Committee will not review decisions on individual complaints.

If you wish to complain about the performance of the Health Complaints Commissioner, you can write to the Attorney-General, who is the Minister with responsibility for the administration of the *Health Complaints Act 1995*.

The address of the Attorney-General is –

Attorney-General  
State Offices  
15 Murray Street  
HOBART TAS 7000

### **WORKING TOWARDS CONTINUOUS IMPROVEMENT**

As we find out daily in handling complaints for others, complaints are an opportunity to improve. Compliments also encourage people to maintain and hopefully improve the standard of the work that they do. We therefore welcome your compliments, complaints and suggestions about the service we have provided.

To tell us what you think about our service, you can telephone, fax, email or write to us.

### **HOW TO CONTACT OUR OFFICE**

#### **Telephone us on**

1800 001 170 (free call)

1300 766 725 (cost of a local call anywhere in Australia)

**Send by fax to (03) 6233 8966**

#### **WRITE AND POST TO**

GPO Box 960  
HOBART TAS 7001

#### **ACCESS OUR WEBSITES AND ONLINE COMPLAINT FORMS AT**

[www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

[www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au)

[www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

#### **VISIT OUR OFFICE AT**

Ground Floor  
99 Bathurst Street  
HOBART

Non-English speakers can talk to our Office using the Translating and Interpreting Service (TIS) on 131 450.