



YOUR RIGHT TO MAKE A COMPLAINT

Who is the Public Guardian?

The Public Guardian promotes the rights and interests of people with disabilities through the practice of guardianship, advocacy and education. The Guardianship Tribunal appoints the Public Guardian. The Public Guardian is part of the NSW Department of Attorney General and Justice. The Public Guardian is Mr Graeme Smith.

What does the Public Guardian do?

The Public Guardian makes health and life decisions for people who have a disability and who are unable to make their own decisions. The Public Guardian employs staff to help with this task. These people are called guardians.

What if I am unhappy about my contact with the Public Guardian?

If you are unhappy with your contact with the Public Guardian you can discuss your concerns with the guardian, or the Regional Manager. Complaint Support Officers can help you with making a complaint. If you are still unhappy you can make a complaint in writing, including by email or fax.

What happens when I make a complaint?

Once you make a complaint the Assistant Director Operations will respond to you in writing within 10 working days. The Public Guardian cannot respond to matters that are more than six months old, or which have already been dealt with.

What if I disagree with 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 the complaints process. For more information please refer to Public Guardian's fact sheet "**Your Right to Request a Review of Decision**".

For more information you can contact the Complaint Support Officer:

Phone: 02 8688 6070 or country callers 1800 451 510
Fax: 02 8688 9797
Email: informationsupport@opg.nsw.gov.au
Post: Public Guardian, Locked Bag 5116 Parramatta NSW 2124
Website: www.lawlink.nsw.gov.au/opg