



# Feedback and complaints

The Office of the Public Advocate (OPA) values all feedback, including complaints, as it helps us learn how we can do our work better.

Feedback and complaints can be made by anyone and can be about our staff or any area of our work.

## Guardian decisions

If you don't agree with your guardian's decision, you can ask for information about how that decision was made. Find more information in our 'Guideline: Requesting a statement of reasons, Requesting a review of a guardian's decision' available on the OPA website.

## Addressing your concerns

If you have a concern, please call us so we can talk about it. We may be able to resolve the concern with you quickly. If you then want to make a complaint, please see following instructions.

## Making a complaint

Complaints should be made within 12 months of the issue or concern arising.

You can make a complaint to the Office of the Public Advocate by:

- filling in a form on our website
- writing us a letter or email
- phoning us.

## What information do we need?

- Details about the OPA service, function or staff member you are unhappy with.
- What it is you are unhappy about.
- What outcome you would like.

## What we will do

- Let you know we have received your complaint within 10 days.
- Give you clear and correct information.
- Tell you about progress or delays.
- Give you an outcome.

## If you don't agree

If you are not happy with the outcome of your complaint you can contact the Victorian Ombudsman on 1800 806 314.

## If you need help

You can get help to make a complaint from anyone including family, friends and carers.

We can arrange a free interpreter to help you make a complaint in any language.

If you need this factsheet in a different format, such as large print, audio or in-person please let us know.

## Contact us

Contact OPA by phone, email, website or letter.



1300 309 337  
Weekdays, 9 am – 5 pm



National Relay Service: 133 677



[opa-complaints@justice.vic.gov.au](mailto:opa-complaints@justice.vic.gov.au)



Click on the 'Feedback and complaints' link at the bottom of the OPA website  
[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)



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