



What the Ombudsman can help with
Ngā mea ka taea e te Kaitiaki Mana Tangata te āwhina

Help for children in care
Tiakina te tamaiti

Agency assistance
Āwhina umanga

About the Ombudsman
Mō te Kaitiaki Mana Tangata

News
Rongo kōrero

Resources and publications
Ngā rauemi me ngā tānga

Search

- Get help (for the public)
- Get help (for agencies)
- Others who can help
- Contact the Ombudsman
- Site map



Complaints about government agencies

Amuamu mō ngā umanga kāwanatanga

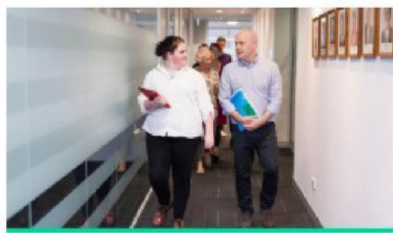
You have the right to be treated fairly by the public sector agencies you deal with. If you believe you haven't been, you can complain to the Ombudsman.

Have you been treated unfairly by a:

- government agency
- city, district or regional council
- district health board
- tertiary education institution
- school board of trustees?

The Ombudsman may be able to help you.

In this section



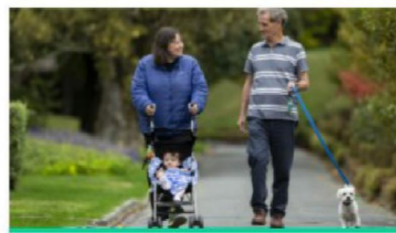
How the Ombudsman works

The Ombudsman looks at complaints about the acts and decisions of central and local government agencies and Oranga Tamariki care or custody providers. They have wide powers to call them to account for their actions.



How to make a complaint

Find out what you need to do first before coming to the Ombudsman, and how to make your complaint.



Tips for resolving a complaint with a government agency

Give yourself the best chance of directly resolving your complaint with these tips.



The complaints process

What to expect when you send your complaint to the Ombudsman.

Complain for someone else

You can make a complaint for someone else, or get them to do it for you. The person making the complaint will need written permission.

What the Ombudsman can help with

Complaints about government agencies

- How the Ombudsman works
- How to make a complaint
- Tips for resolving a complaint with a government agency
- The complaints process
- Complain for someone else

Requests for official information

Children in care

Serious wrongdoing at work (whistleblowing) Hara nui ki te mahi (whio wihara)

Monitoring places of detention

Aged care monitoring

Fair treatment for disabled people

Monitoring COVID-19 managed isolation and quarantine facilities

MIQ complaints

Wider improvement

International Development & Engagement

What the Ombudsman can help with	Help for children in care	Agency assistance	About the Ombudsman	News	Resources and publications
<ul style="list-style-type: none"> Complaints about government agencies Requests for official information Children in care Serious wrongdoing at work (whistleblowing) Hara nui ki te mahi (whio wihara) Monitoring places of detention Aged care monitoring Fair treatment for disabled people Monitoring COVID-19 managed isolation and quarantine facilities MIQ complaints Wider improvement International Development & Engagement 	<ul style="list-style-type: none"> What happens when you make a complaint What happens if the Ombudsman investigates Tell your story 	<ul style="list-style-type: none"> Official information calculators Resources for agencies Advice and training Consulting the Ombudsman Care agencies in the Oranga Tamariki system 	<ul style="list-style-type: none"> What the Ombudsman does Stories Who is the Ombudsman? Who can the Ombudsman investigate? Past, present and future Disability Advisory Panel Pūhara Mana Tangata Structure Careers and vacancies 		
Get help (for the public)	Get help (for agencies)				
f Facebook	y Youtube	in LinkedIn	t Twitter	RSS and Alerts	

Ombudsman
 Tuia kia ōrite · Fairness for all