

## Review of our decision

### WHO CAN REQUEST A REVIEW?

If you believe that the decision made by our office about your complaint is wrong, you can ask us to review the decision. A request for a review should be submitted in writing within three months from the date we advise you of our decision.

### HOW CAN YOU REQUEST A REVIEW?

You can request a review by completing the 'Request for review' form and sending it to us by:

- post at GPO Box 442, Canberra ACT 2601
- fax on 02 6276 0123
- via email to [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Provide as much information as possible about why you think our decision is wrong. Be specific rather than general. The Review Manager will consider the information you provide and decide whether or not we will review our decision.

### WHAT HAPPENS WHEN YOU REQUEST A REVIEW?

If we agree to review our decision, your request for review will be assigned to an officer who was not involved in the original investigation of your complaint. That officer may contact you to ask for further details about why you believe our decision was wrong, and will keep you informed of how your review is proceeding.

A review is not a reinvestigation of your complaint. The review officer will look at whether the processes our staff followed were fair and adequate, and whether the conclusions they reached were reasonable and properly explained to you.

After the review officer has considered your circumstances and the information you have given us, they may:

- uphold the decision of the original investigation officer
- change the decision of the original investigation officer
- send the matter back to the original investigation officer or another officer for further investigation.

We endeavour to complete reviews within 30 days. The review officer will send you a letter advising you of the outcome of the review.

We will only review a decision once.

### SERVICES TO ASSIST YOU TO REQUEST A REVIEW

If you are a non-English speaking person, we can help you through the Translating and Interpreter Service (TIS) on 131 450. If you are hearing, sight or speech impaired, a TTY service is available through the National Relay Service on 133 677.

## Request for review of our decision

To ask us to review a decision we have made about your finalised complaint, you can complete this form and send it to us by post, fax or email. Requests should be submitted within three months of the date we advise you of our decision. If you would like assistance completing this form, please contact us on **1300 362 072**. If more space is needed, attach an extra sheet to this form.

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	Other
Family name				First name	
Address					
	Postcode				
Contact Number(s)	(      )				
Email					
Name of the Australian Government agency you complained about					
Ombudsman reference number (if known)					
What is the decision you disagree with?					
When were you told about this decision?					
Why do you think the decision we made is wrong?	Advice given <input type="checkbox"/>	Behaviour of staff <input type="checkbox"/>	Decision/Action <input type="checkbox"/>		
	Our procedures <input type="checkbox"/>	Time taken <input type="checkbox"/>	Other <input type="checkbox"/>		
Give details					
Signature					Date

This form can be filled out and mailed to **Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601** faxed to **02 6276 0123** or you can download it and email as an attachment to **ombudsman@ombudsman.gov.au**. More information on your review rights is available on our website **www.ombudsman.gov.au**.