



You are not happy with your guardian



You are **not** happy. It is with

• your guardian

or

• the Office of the Public Guardian.



It is different things. Like your guardian

- does **not** under stand how you live
- does **not** know who is important to you
- does **not** listen to you.





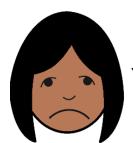
Call us. 1800 810 979.





We will try to under stand.

You are happy now.



or

You are still **not** happy. That is OK too.



You need to write to the Public Guardian.



You can ask for help to write your letter.



Email public.guardian@nt.gov.au



Send your letter to the Office of the Public Guardian. GPO Box 1722

Darwin NT 0801

or



You can **not** write. That is OK.



6



- meet with us. We can meet you in our
 - Darwin office

or

- Alice Springs office.

You can bring a person you trust.



Tell us why you are **not** happy. Can you tell us

- who made you **un**happy?
- what made you **un**happy?
- do you know when it happened?
- do you know where you were?



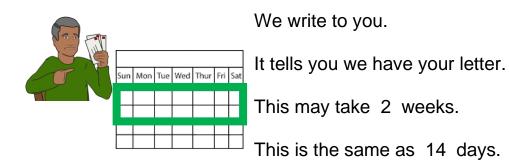
Tell us

- what you want us to do?
- what will fix the problem?



What will the Office of the

Public Guardian do?



We will look at your problem.



We may talk to

- you
- staff
- people in your community.



We write to you.

Sun	Mon	Tue	Wed	Thur	Fri	Sat

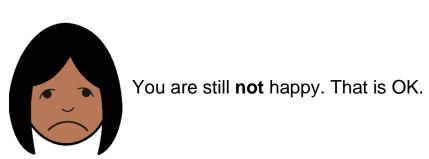
It may take 4 weeks to tell you. It is the same as 28 days.



or



• we do **not** agree with you.





Call the NT Health and Community Services Complaints Commission. Some people call it the NT HCSCC.

Call 1800 004 474.



More information



You do not agree with your legal paper.

What can you do?



What is a Guardian?



You do not agree with a decision.

You are not happy. What can you do?

Images

We have used images from



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This fact sheet is based on facts in the

Resolving complaints and concerns.

Office of the Public Guardian 2017.



Access Easy English wrote the Easy English.

Access Easy English June 2021.