

Oranga Tamariki – Ministry for Children

Oranga Tamariki – Ministry for Children is responsible for working with children and young people.

The Ombudsman **can** investigate and resolve complaints about actions of Oranga Tamariki.

The Ombudsman **cannot** investigate or resolve decisions of the Family Court.

What types of complaints can the Ombudsman investigate?

The Ombudsman **can** investigate:

- concerns about possible abuse, ill-treatment, or neglect of a child in Oranga Tamariki's care
- how social workers acted when uplifting a child
- the service provided by social workers
- delays by Oranga Tamariki staff in responding to letters and telephone calls
- concerns that staff have not complied with Oranga Tamariki policies or the law.

What types of complaints can't the Ombudsman investigate?

The Ombudsman **cannot** investigate any decisions of the Family Court. This includes:

- decisions by the Court to place a child into the care of Oranga Tamariki
- decisions made by the Court about where children are placed
- decisions made by the Court about access arrangements.

If you wish to have a decision of the Family Court reviewed, the only way to do this is through the Family Court. You should speak to your lawyer in this situation.

What to do before making a complaint to the Ombudsman

Before complaining to the Ombudsman you should first complain to Oranga Tamariki through its complaints process. They may well be able to resolve it for you.

If you have not complained to Oranga Tamariki first, the Ombudsman may ask you to do so before processing your complaint.

You can make a complaint to Oranga Tamariki by:

- calling them free on 0508 FAMILY (0508 326 459)
- [filling in a complaint form \(pdf, 716KB\)](#)
- emailing feedback@ot.govt.nz

[Feedback and complaints – Oranga Tamariki website](#)

Making a complaint to the Ombudsman

If your complaint to Oranga Tamariki does not resolve the matter, you can complain to the Ombudsman. Before making the complaint, you should work out exactly what your concerns are – the clearer your complaint is, the more likely it is that we can assist you to get it resolved.

You can complain through our website at ombudsman.parliament.nz, giving:

- clear information about what you think Oranga Tamariki has done wrong
- what outcome you are hoping to achieve
- copies of your complaint to Oranga Tamariki and its response
- any other relevant correspondence.

Alternatively you can speak to us on 0800 802 602.

Need more information?

Website: ombudsman.parliament.nz

Email: info@ombudsman.parliament.nz

Freephone: 0800 802 602

Ends