

 **Ombudsman**

Fairness for all

Fact sheet



**Making complaints about
Oranga Tamariki –
Ministry for Children**

Easy Read

What is in this book?



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Complaints about
Oranga Tamariki the
Ombudsman **cannot** look into

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Complaints about
Oranga Tamariki the
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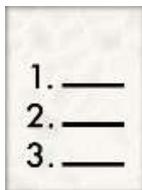
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Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this long.

Some things you can do to make it easier are:



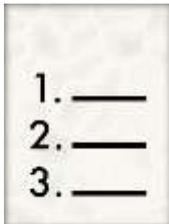
- read it a few pages at a time
- have someone to assist you to understand it.

Hard words



There are some words in this book that may be hard to understand.

These words are in **large print**.



Go to the **List of hard words** on **page 19** if you want to know what the words mean.

About Oranga Tamariki – Ministry for Children



Oranga Tamariki – Ministry for Children is a **Ministry**.



A **Ministry** is a government organisation.



Oranga Tamariki supports children, young people and their families to have good lives.



The Ombudsman can look into some complaints about Oranga Tamariki.

Complaints about Oranga Tamariki the Ombudsman cannot look into



The **Ombudsman Act** tells us what complaints we **can** and **cannot** look into.



The Ombudsman **cannot** look into a complaint about:



- **A Court order**

A **court order** means a Court has said that children must be put into care.



The Court does this if children need to be kept safe.

- **Custody of children**



When somebody has **custody** of a child it means the Court has said they can look after the child.



The person who has custody must care for the child and keep them safe.



- If parents **divorce** one parent will sometimes have custody of the children.

The Court can sometimes say which parent will look after the children.



- **Access to children**

ACCESS means the Court says **yes** to somebody visiting children in someone else's care.



The Family Court makes decisions about custody of children and access to children.



The Ombudsman **cannot** look into complaints about decisions the Family Court has made.



The Family Court makes decisions that are the best for the child.



If you are worried about something Oranga Tamariki has done you will need legal advice.



You can talk to a:



- lawyer
- community law centre.

Complaints about Oranga Tamariki the Ombudsman can look into



The Ombudsman Act tells us what complaints we **can** look into.



The Ombudsman can look into:



- complaints about **administrative conduct** – how Oranga Tamariki is run



- getting **official information** from Oranga Tamariki.



This fact sheet is **only** about complaints about how Oranga Tamariki is run.



The Ombudsman **can** look into complaints about:



- how Oranga Tamariki acted when a social worker took a child into care



- the service given by social workers



- when Oranga Tamariki takes too long to get back to you when you have contacted them



- if Oranga Tamariki has not followed the right steps when they have been dealing with you



- if you are worried that Oranga Tamariki has not looked into a complaint about the care and **protection** of a child.

For information about complaints to do with getting official information read our booklet called:



Making or complaining about requests for Official Information.

What you need to do before you contact the Ombudsman



You need to do some things first before you contact the Ombudsman.



You will need to try and sort your complaint out with Oranga Tamariki first.



If you **do not** do this we may decide we **cannot** look into your complaint.



You can make a complaint to the Oranga Tamariki by:

- calling

Freephone: 0508 326 459





- filling out a complaint form



You can get a complaint form:

- at your local Oranga Tamariki office

- on the **website**

www.orangatamariki.govt.nz



- **emailing** Oranga Tamariki
feedback@mvcot.govt.nz



If you are not happy with what happens to your complaint you can ask for a **review**.



The review will be made by the **Chief Executive's Advisory Panel**.



This means the Chief Executive's Advisory Panel will look at your complaint to see why you are unhappy.



If you would like a review to happen **write a letter to:**

National Manager

Review Secretariat

Oranga Tamariki – Ministry for Children

PO Box 1556

Wellington 6140

How to make a complaint to the Ombudsman?



If you get an answer from the Advisory Panel you are **unhappy** with you can contact to the Ombudsman.



We will look at your complaint to see if we can help you.



When you make a complaint to us make sure you tell us about:



- what Oranga Tamariki did



- all the information you have about what Oranga Tamariki did



- why you are unhappy with what the Advisory Panel said about your complaint



- what you would like to happen to make things better



- copies of documents, letters and information you have about your complaint.



You can make a complaint to the Ombudsman by:



- calling us:
Free Phone: 0800 802 602



- using our online complaint form:
www.ombudsman.parliament.nz



- emailing us:
info@ombudsman.parliament.nz



- writing us a letter and posting it to:
The Office of the Ombudsman
P.O. Box 10152
Wellington 6143



- faxing us:
Fax: 04 471 22 54

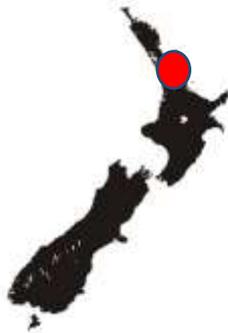


Our offices are open:
8:30am to 5pm Monday to Friday.



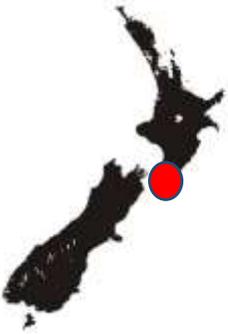
Call to make a time if you need to
come and see us.

There is an Ombudsman office in
Auckland, Wellington and Christchurch:



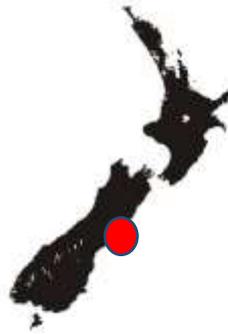
Auckland

Level 10, 55–65 Shortland Street,
Auckland 1010



Wellington

Level 7, 70 The Terrace,
Wellington 6011



Christchurch

Level 2, 138 Victoria Street,
Christchurch 8013

List of hard words



Administrative conduct

Administration means the way a group of people run an organisation.

Conduct is the way people behave or do things.

Administrative conduct is the way an organisation is run by people.

Access

A way of getting to something or someone.



Advisory panel

An advisory panel is a group of people who are experts in something.

The advisory panel can give advice about things they know about.



Chief Executive

A chief executive is the person that is the boss or head of an organisation.



Custody

Custody is the legal right to look after and care for a child or children.

When somebody is given custody of a child that means the child will live with that person.

This person must keep the child safe.



Divorce

Divorce is when a married couple stop being married.

It is the legal end of a marriage.



Protection

Protection means keeping someone or something safe from danger.



Review

A review means something is looked at again.

If your complaint is reviewed it means somebody will have another look at it.

Other Ombudsman fact sheets



We have made other fact sheets about making complaints to agencies.



They are all in Easy Read.

The other fact sheets are about making complaints about:



ACC (Accident Compensation Corporation)

EQC (Earthquake Commission)



Immigration New Zealand

Inland Revenue Department

Work and Income.



This information has been translated into Easy Read by
People First New Zealand Inc.– Ngā Tāngata Tuatahi

