



Ombudsman

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Ombudsman role with Oranga Tamariki care or custody providers

Under new legislation, from 1 May 2023 the Chief Ombudsman may receive complaints about Oranga Tamariki's care or custody providers.

A care or custody provider is contracted by Oranga Tamariki to provide services to children/tamariki and young people/rangatahi under s396 (includes s362 and s364 providers) of the Oranga Tamariki Act 1989.

Care or custody providers can be:

- iwi social services
- cultural social services (i.e. Kaupapa Māori, Pacifica)
- child/tamaiti and family support services
- community services.

Under the law, the Ombudsman is able to receive complaints about the support and services provided by care and custody providers. Previously, any complaints would have been dealt with by the Ombudsman through Oranga Tamariki. As of 1 May 2023, Ombudsman staff are now able to contact providers directly to resolve complaints. The Ombudsman is also able to investigate if needed.



The Ombudsman also has a role to provide guidance to care and custody providers on managing the complaints they receive.

Support from the Ombudsman

To help you understand the Ombudsman's role and function and effective complaints handling processes, read the resources available on our website.

Visit www.ombudsman.parliament.nz/resources/effective-complaint-handling

The Chief Ombudsman and staff are happy to work with care and custody providers, answer any questions and talk through the changes in more detail. To get in contact you can freephone 0800 184 184 or email: info@ombudsman.parliament.nz

For more information about the legislation changes and the strengthened role of the Ombudsman, and to view a video message to care and custody providers in the Oranga Tamariki system, go to www.ombudsman.parliament.nz/children-in-care

Chief Ombudsman Peter Boshier and his staff help people in different ways. For more info, go to www.ombudsman.parliament.nz

How the Ombudsman can help

Kia ora, here's what you need to know about the Ombudsman and how we can help.

Ombudsman support for children/tamariki and young people/rangatahi in care

Are you worried about something Oranga Tamariki, or one of its care or custody providers, has done or should have done?

Do you want to talk to someone about your concern or a complaint that you have?

Anyone can contact the Ombudsman and ask for help or advice. Even if you don't feel sure, it's best to reach out and have a chat. It's free to talk to us.

Contact the Ombudsman
Monday to Friday, 8am - 5pm

Freephone: 0800 184 184

Email: info@ombudsman.parliament.nz

Use the online complaint form
on our website

www.ombudsman.parliament.nz

Post a letter to: The Ombudsman, PO Box 10152,
Wellington 6143



Chief Ombudsman
Peter Boshier



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