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Complaints

The Office of the Children's Guardian accepts complaints, comments or suggestions about any of our services. We are committed to providing the best possible service and your feedback can help us to make improvements to the work we do.

We do not have the power to deal with reports of child abuse or neglect. You should contact the Community Services Helpline on 132 111 to report any concerns you might have about a child at significant risk of harm or neglect.

If you need to make a complaint about a service that provides out-of-home care you should call the NSW Ombudsman on 1800 451 524 or email: nswombo@ombo.nsw.gov.au.

Making a complaint

Send through your complaint using any of the following contacts.

Post: NSW Office of the Children's Guardian, Locked Bag 5100,
Strawberry Hills NSW 2012

Phone: 02 8219 3600

Fax: 02 8219 3699

Email: ocg@ocg.nsw.gov.au

For complaints regarding the Working With Children Check

Post: NSW Office of the Children's Guardian, Locked Bag 5100,
Strawberry Hills NSW 2012

Phone: 02 9286 7219

Fax: 02 9286 7290

Email: ocg@ocg.nsw.gov.au

Have your say about our website

Please feel free to contact us with your suggestions or comments about our website. Simply email ocg@ocg.nsw.gov.au or phone 02 8219 3600.

Code of Conduct

Our staff have a code of conduct and ethics which guides them in the way they carry out their work. [View our Code of Conduct. \(271.2KB\)](#)

