

**Subject:** We have received your complaint | 2026-808971 [SEC=OFFICIAL]

**From:** ombudsman@ombudsman.gov.au

**Date:** 20/04/2026, 12:33 pm

**To:** convenor@a4.org.au

## OFFICIAL

The Office of the Commonwealth Ombudsman has received your complaint. Your complaint reference number is **2026-808971** and a copy of your complaint is provided at the end of this email.

There's some important information for you below.

**Have you made a formal complaint to the organisation you have contacted us about?**

**We generally ask you to complain to the organisation before we get involved.**

If you have made a formal complaint you will have received:

- A written response or decision letter and/ or
- A complaint reference number

It will help us understand your complaint if we have this information. You can provide it to us by replying to this email and attaching the documents.

Please let us know if there are reasons you cannot contact or complain to the organisation.

**What if I haven't made a formal complaint?**

You can find information about the organisation's formal complaint-handling processes on its website or on letters you have received from the organisation.

We can also help you to make a complaint. If you need help, check our factsheet: [How to make an effective complaint](#) or call us.

**Our complaint process**

If you have been through the organisation's complaint process, we will assess the issues that you have raised and the organisation's response. We will consider how we can best resolve your complaint. We may contact you to ask for more information. If you have given us consent, we may also contact the organisation you complained about.

We understand that everyone who contacts the Office of the Commonwealth Ombudsman is concerned about an issue that is important to them. While we aim to finalise 75% of complaints within 90 working days, the nature and complexity of the complaint does impact timeframes. Unfortunately, we are currently experiencing significant delays and it may be some time before you are contacted by one of our officers. We appreciate your patience.

## You don't need our help anymore?

If you don't need our help at this stage because you haven't lodged a formal complaint with the organisation or if the organisation resolves your problem, please let us know by replying to this email or calling 1300 362 072.

## Do you have more information you would like us to consider?

If you would like to send us more information about your complaint or provide copies of documents, you can do that by replying to this email or using the [Update to Existing Case](#) form on our website.

If you need to speak to us urgently, please call 1300 362 072. Our phone service is available Monday – Friday 10:00 am to 4:00 pm AEST/AEDT, except on Wednesdays when our phonedlines close at 2pm. We are closed on national public holidays and some state holidays.

Yours sincerely

Complaints Assessment Team  
Commonwealth Ombudsman  
Phone: 1300 362 072  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)  
Website: [ombudsman.gov.au](http://ombudsman.gov.au)



*We are working to improve our services. Sometimes we engage other companies to contact people to who have used our services to gather information about their experiences and needs. You can choose whether or not you provide information – it's voluntary. Any information you choose to provide will be kept secure, remain confidential and will be stored separately from our records about your complaint. We, and the companies we use, must meet privacy laws which restrict how we collect, store and use the information you give.*

*If you do not wish to be contacted about your experience using our services, please complete the online enquiry form available from our [Contact page](#) - select 'Do not survey' as your enquiry type. If you are unable to complete the form, contact us on **1300 362 072**.*

---

## YOUR COMPLAINT DETAILS

You contacted us about Health

### Complaint details

My organisation wrote to a number of senior officials about serious issues and concerns. The officials did not even acknowledge our communications. We raised complaints about their conduct (failure to acknowledge) directly with their supervisions (based on Health's organisation chart). The complaints were not acknowledged. This is far from professional conduct of senior public

servants.

**Steps taken to resolve the complaint**

We wrote the latest of our letters to officials on 16/3/2026. When our emails were not even acknowledged, we sent our formal complaints about those who did not respond on 25/3/2026. We met a couple of officials about some of the issues raised on 7/4/2026. As yet, the other managing officials have not acknowledged our complaints. So, we are escalating our complaint to you.

**Preferred outcome**

We would like formal acknowledgement that serious disability issues raised with health officials should at least be acknowledged. Originally, we gave reasons and requested meetings. We would like our concerns recognised and addressed by the public servants who are responsible.

We requested your consent for us to contact Health about your complaint. You responded Yes

**Your details**

Name: Bob Buckley  
Email: convenor@a4.org.au  
Phone: 0418677288

---

*The Office of the Commonwealth Ombudsman acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past and present.*

-----  
**COMMONWEALTH OMBUDSMAN - CONFIDENTIALITY NOTICE**

This email and any attachments may contain confidential or privileged information. If you are not the intended recipient, do not disclose the information contained in this email or any attachments and please advise the sender on 1300 362 072 or by return email.