# Nau mai

Haere mai

Welcome to the Ombudsman

## ‘O’ is for Ombudsman

Whether your problem is big or small the O can help sort it out.

If you’re unhappy with Oranga Tamariki or one of its care or custody providers, you can talk to us.

We want you to feel safe and heard.

Our service is free, confidential, and you can tell us anything.

## Talk to the O

If you’re a tamaiti/child, rangatahi/young person, or a trusted adult contacting us on their behalf, here’s the process.

1. Are you safe?  
   Freephone Oranga Tamariki on 0508 326 459 or the Police on 111 if you’re in danger
2. Are you worried about something Oranga Tamariki or one of its care or custody providers has done, or should have done?
3. Talk for free to the O call 0800 184 184, text 8951 for a call back, or email [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)
4. We’ll listen, and talk to you about how we can help
5. If we can help we will, and if we can’t, we’ll find someone who can

[www.nau-mai.nz](http://www.nau-mai.nz)

Ombudsman

Kaitiaki Mana Tangata