

From: Soul Legion <Brodies@REDACTED.email>
To: "PAT, Complaints & Resolution" <PAT@ombo.nsw.gov.au>
Subject: Re: Your complaint to the NSW Ombudsman - M-2025-17754
Date: Sat, 09 Aug 2025 17:57:30 +1000

Sorry I apologise again, Saturday, 9 August 2025 is when I received their response to my appeal, it's been a long week

From: Soul Legion <legionkillfeed@outlook.com>
Sent: Saturday, August 9, 2025 5:55 PM
To: PAT, Complaints & Resolution <PAT@ombo.nsw.gov.au>
Subject: Re: Your complaint to the NSW Ombudsman - M-2025-17754

Dear Renee,

I apologise for not meeting the 4 August deadline to supply the requested documents. During that time my inbox was flooded with a barrage of emails while I was forced to respond to defamatory material being posted about my business on Trustpilot. This severely disrupted my ability to track and respond to other correspondence.

I only received Revenue NSW's written response to my appeal on Saturday, 9 August 2024. I am now providing all requested documents, including:

- My original review/appeal submission to Revenue NSW.
- Revenue NSW's rejection letter dated 6 August 2025.
- Supporting documents and evidence referenced in my appeal.
- Relevant Service NSW correspondence, court dismissal records, licence history, and other related files.

Kind regards,
Anthony Gordon Brodie

From: PAT, Complaints & Resolution <PAT@ombo.nsw.gov.au>
Sent: Monday, July 28, 2025 1:40 PM
To: Brodies@REDACTED.email <Brodies@REDACTED.email>
Subject: Your complaint to the NSW Ombudsman - M-2025-17754

OFFICIAL : Sensitive – NSW Ombudsman

Dear Mr Brodie,

Your complaint about Revenue NSW and Service NSW

Thank you for your complaint received on 25 July 2025 about **Revenue NSW** and **Service NSW**. Your reference number is **M-2025- 17754**. To assist with the assessment of your complaint, please provide our office with a copy of the below by **4 August 2025**.

- Your complaint/review request/appeal submission to Revenue NSW and Service NSW

- Any response from Revenue NSW and Service NSW regarding your review/appeal outcome
- Any other relevant information and/or documents regarding your complaint that you have not already submitted with your complaint

We will contact you in due course to advise who will be handling your complaint.

Please let us know if your situation changes

If your situation changes, for example, the agency resolves your complaint or you wish to withdraw your complaint, please send advice as soon as possible to PAT@ombo.nsw.gov.au.

If you need, you can call us on 1800 451 524 between the hours of 9am and 4pm, Monday to Friday.

Customer Feedback Survey

As we serve the people of NSW, we are continually looking for ways to improve. We have engaged an independent firm (EY Sweeney) to survey people who made a complaint to us. Any feedback you can provide about your experience is important. The survey is voluntary. Please notify our staff if you do not want to be contacted.

For more information, visit our [website](#), call: 1800 983 160 or email: NSW.Ombudsman.Survey@au.ey.com.

Please read the important information below

See below, where we explain what our office does and our responsibilities. We also set out your responsibilities as the complainant.

We will work through your complaint and the facts you have given us and contact you again soon.

Yours Sincerely,

Renee (she/her)

Complaints & Resolution Branch
NSW Ombudsman, Level 24, 580 George Street, Sydney NSW 2000
PAT@ombo.nsw.gov.au | www.ombo.nsw.gov.au

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The NSW Ombudsman's office acknowledges the traditional owners and custodians across the lands on which we live and work, and we pay our respects to their elders past and present and to the next generation of leaders.

Please consider the environment before printing this correspondence.

What we do	What we do not do
In most cases, we can investigate the administration of NSW government departments, agencies, and local councils when it seems to be wrong.	We do not have to investigate every complaint we receive. We are more likely to investigate ongoing problems or serious abuses of power.
We act independently and no government body controls us.	We do not act for parties or agencies.
Our aim is to be fair and find out the facts.	We cannot force an agency to act in the way a court can.
We seek to work out reasonable solutions in the public interest.	We do not give legal advice.
Our responsibilities	Your responsibilities when you complain

We must:

- handle your complaint professionally, efficiently and fairly
- keep you informed of our progress
- give you reasons for our decisions
- treat you with respect.

You must:

- give us a clear idea of the problem you have and the solution you want
- give us all the relevant information you have (or know about) from the start
- tell us if new facts come up
- tell us if you no longer want our help
- cooperate with us and treat us with respect.

For more information, please visit www.ombo.nsw.gov.au

ATTENTION: The information in this e-mail and any attachments is confidential. The information may be legally privileged. The information is intended for the recipient identified in the e-mail only. If you are not an intended recipient of this e-mail, please contact the Ombudsman immediately that you received this e-mail, either by return e-mail or by telephone on 02 9286 1000. You should not review, print, re-send, distribute, store or take any action in reliance on information in this e-mail or any attachments. You should also destroy all copies of this e-mail and any attachments.

OFFICIAL : Sensitive – NSW Ombudsman

Email Headers (Raw)

X-Mozilla-Status	0001
X-Mozilla-Status2	00000000
From	Soul Legion <Brodies@REDACTED.email>
To	"PAT, Complaints & Resolution" <PAT@ombo.nsw.gov.au>
Subject	Re: Your complaint to the NSW Ombudsman - M-2025-17754
Thread-Topic	Your complaint to the NSW Ombudsman - M-2025-17754
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Date	Sat, 09 Aug 2025 17:57:30 +1000
Message-ID	<SL2P216MB202956C9CE3BD7E90A675050DA2EA@SL2P216MB2029.KORP216.PROD.OUTLOOK.COM>
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X-MS-Has-Attach	yes
X-MS-TNEF-Correlator	
X-MS-Exchange-Organization-RecordReviewCfmType	0
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