

Phone: 02 6207 1740

www.acat.act.gov.au

Telecommunications Industry Ombudsman

Provides free, independent, just, informal and speedy resolution of complaints and disputes regarding telecommunications services including Internet Service Providers.

Hours: Mon-Fri 9am-5:30pm (Complaints Line)

Phone: 1800 062 058

www.tio.com.au

Fair Work Commission

Free info & advice on pay & work conditions for employers, employees & contractors in the federal system/Service through Fair Work Ombudsman.

Hours: Mon-Fri 9am to 5pm

Phone: 1300 799 675

www.fwc.gov.au

Fair Work Ombudsman

Provides advice & helps understanding of workplace rights & responsibilities. Investigates workplace complaints & enforce compliance with Australia's workplace laws.

Hours: Mon-Fri 8am-5:30pm

Phone: 13 13 94

Location: Lvl 11, 208 Bunda St Cnr Akuna St Canberra

www.fairwork.gov.au

Canberra Community Law

Free Legal advice information & advocacy to disadvantaged & vulnerable people : housing & social security law, night time legal advice service, disability discrimination law, Street law for Homeless

Hours: Mon-Tues-Thu-Fri: 9:30am to 1pm

Phone: 6218 7900

Location: 21 Barry Drive Turner/ cnr Watson St & Barry Drive.

www.canberracommunitylaw.org.au

COMPLAINTS RESOLUTION SERVICES

COMPLAINTS RESOLUTION SERVICES



CONTACT

CANBERRA COMMUNITY INFORMATION

INFO LINE 6248 7988 CONTACTCANBERRA.ORG.AU

ACT & Commonwealth Ombudsman

Takes complaints about administrative actions or decisions made by ACT and Commonwealth Government departments or bodies. An independent, confidential and impartial body with recommendation powers if complaints are found to be justified.

Hours: Mon-Fri 9am to 5pm.

Location: Lvl 5, 14 Childers St, Canberra City

Phone: 1300 362 072

www.ombudsman.gov.au

ACT Health Services Commissioner — Complaints

Handles complaints regarding the provision of health and community services within the ACT.

Hours: Mon-Fri 9am to 5pm.

Location: Lvl 4, 12 Moore St, Canberra City

Phone: 02 6205 2222

hrc.act.gov.au/health/health-service-complaints

ACT Human Rights Commission

Fair & accessible process dealing with complaints about discrimination, health services & services for people with a disability & their carers.

Hours: Mon-Fri 9am to 5pm.

Location: Lvl 2, 11 Moore St, Canberra City

Phone: 02 6205 2222

www.hrc.act.gov.au

Office of Fair Trading ACT

Assists/protects community through the administration of fair trading legislation & registration & compliance of business in specific industries.

Hours: Mon-Fri 9am to 4.30pm.

Location: 255 Canberra Ave, Fyshwick ACT

Phone: 02 6207 0400

Email: fair.trading@act.gov.au

www.accesscanberra.act.gov.au/app/home#/fairtrading

Financial Ombudsman Service

Provides an independent dispute resolution service for customers.

Hours: Mon-Fri 9am to 5pm

Phone: 1800 367 287

www.fos.org.au

Consumer Law Centre of the ACT

Free independent community legal centre. Provides legal assistance & advice to disadvantaged consumers in area of consumer credit, telecommunications & utilities as well as general Fair Trading & consumer protection, raising awareness & understanding of consumer rights, improving legal protection for consumers.

Hours: Mon-Fri 9:30am-4:30 (phone for appointment)

Location: Shop 16, 1st Floor Waldorf Apartments,
2 Akuna St City

Phone: 02 62571788

www.carefcs.org

Housing ACT Complaints Management Unit

Helps public housing clients to register complaints and provides general assistance.

Hours: Mon-Fri 9am to 5pm

Phone: 6207 1515 (Direct) or 133427

Email: Housing.CustomerService@act.gov.au

www.communityservices.act.gov.au

Private Health Insurance Ombudsman

Independent body dealing with inquiries and complaints on any aspect of private health insurance.

Hours: Mon to Fri 9am-5pm

Phone: 1300 362 072

www.phio.org.au

Residential Tenancies Tribunal / ACT Civil & Administrative Tribunal ACAT

Hears and determines disputes between residential landlords and tenants.

Hours: Mon to Fri 9am to 4:30pm PTO→