

## **ACT & Commonwealth Ombudsman**

**1300 362 072, Mon-Fri 9am-5pm**

Level 5, 14 Childers St, Canberra City.

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. Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## **ACT Health Services Commissioner – Complaints**

**02 6205 2222, Mon-Fri 9am-5pm**

Level 4, 12 Moore St, Canberra City.

Handles complaints regarding the provision of health and community services within the ACT. Website: [www.healthcomplaints.act.gov.au](http://www.healthcomplaints.act.gov.au)

## **ACT Human Rights Commission**

**02 6205 2222, Mon-Fri 9am-5pm**

Level 2, 11 Moore St, Canberra City.

Fair and accessible process dealing with complaints about discrimination, health services and services for people with a disability and their carers. Website: [www.hrc.act.gov.au](http://www.hrc.act.gov.au)

## **ACT Office of Fair Trading**

**02 6207 0400, Mon-Fri 9am-4.30pm**

255 Canberra Ave, Fyshwick ACT. Email: [fair.trading@act.gov.au](mailto:fair.trading@act.gov.au)

Assists and protects community through the administration of fair trading legislation and registration and compliance of business in specific industries. Website: [www.accesscanberra.act.gov.au/app/home#/fairtrading](http://www.accesscanberra.act.gov.au/app/home#/fairtrading)

## **Financial Ombudsman Service**

**1800 367 287, Mon-Fri 9am-5pm**

Provides an independent dispute resolution service for customers.

Website: [www.fos.org.au](http://www.fos.org.au)

## **Consumer Law Centre of the ACT**

**02 6143 0044, Mon-Fri 9am-5pm** (phone for appointment)

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

Free independent community legal centre. Provides legal assistance and advice to disadvantaged consumers in area of consumer credit,

telecommunications and utilities as well as general Fair Trading and consumer protection, raising awareness and understanding of consumer rights, improving legal protection for consumers. Website: [www.carefcs.org](http://www.carefcs.org)

## **Housing ACT Complaints Management Unit**

**02 6207 1515, Mon-Fri 9am-5pm**

Helps public housing clients to register complaints and provides general assistance. Email: [Housing.CustomerService@act.gov.au](mailto:Housing.CustomerService@act.gov.au)  
Website: [www.communityservices.act.gov.au](http://www.communityservices.act.gov.au)

## **Private Health Insurance Ombudsman**

**1300 362 072, Mon-Fri 9am- 5pm**

Independent body dealing with inquiries and complaints on any aspect of private health insurance. Website: [www.phio.org.au](http://www.phio.org.au)

## **Residential Tenancies Tribunal / ACT Civil & Administrative Tribunal (ACAT)**

**02 6207 1740, Mon-Fri 9am-4:30pm**

Hears and determines disputes between residential landlords and tenants. Website: [www.acat.act.gov.au](http://www.acat.act.gov.au)

## **Telecommunications Industry Ombudsman**

**1800 062 058, Mon-Fri 9am-5pm**

Provides free, independent, just, informal and speedy resolution of complaints and disputes regarding telecommunications services including Internet Service Providers. Website: [www.tio.com.au](http://www.tio.com.au)

## **Fair Work Commission**

**1300 799 675, Mon-Fri 9am-5pm**

Free information and advice on pay and work conditions for employers, employees and contractors in the federal system. Service through Fair Work Ombudsman. Website: [www.fwc.gov.au](http://www.fwc.gov.au)

## **Fair Work Ombudsman**

**13 13 94, Mon-Fri 8am-5:30pm**

Level 11, 208 Bunda St Cnr Akuna St Canberra.

Provides advice and helps understanding of workplace rights and responsibilities. Investigates workplace complaints and enforce compliance with Australia's workplace laws. Website: [www.fairwork.gov.au](http://www.fairwork.gov.au)

## Canberra Community Law

02 6218 7900, Mon, Tues, Thu, Fri: 9:30am-1pm

L21 Barry Drive Turner. Corner of Watson St and Barry Drive.

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

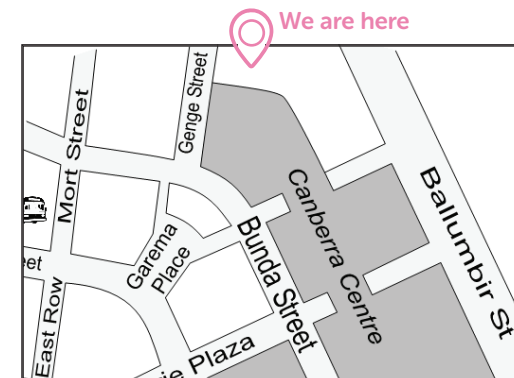
Website: [www.canberracommunitylaw.org.au](http://www.canberracommunitylaw.org.au)

## VOLUNTEERING *and* CONTACT ACT

# Complaints Resolution Services Guide

This guide provides information on where to find complaints resolution services within the ACT.

This guide is proudly brought to you by Volunteering and Contact ACT. Visit us at the **Contact Office; Canberra's Community Info Hub**, or visit the website [actcommunitydirectory.com.au](http://actcommunitydirectory.com.au) for more information.



Griffin Centre, 20 Genge St, Canberra

Open Monday - Friday, 9am - 5pm