

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

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

ACT Human Rights Commission: Health Complaints

02 6205 2222, [Mon-Fri 9am-5pm](#)

Level 2, 11 Moore St, Canberra City.

Handles complaints regarding the provision of health and community services within the ACT. Website: www.hrc.act.gov.au/health/

ACT Office of Fair Trading: Complaints

13 22 81, [Mon-Fri 9am-4.30pm](#)

255 Canberra Ave, Fyshwick ACT. Email: 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.

This is the first point of contact for consumers and business wanting advice about consumer transactions.

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

Canberra Community Law

02 6218 7900, [Mon, Tues, Thu, Fri: 9:30am-1pm](#)

Level 1, 21 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

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

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

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

Financial Ombudsman Service

1800 367 287, [Mon-Fri 9am-5pm](#)

Provides an independent dispute resolution service for customers. Website: www.fos.org.au

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

Website: 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

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

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

ACT Health Building, Level 4, 1 Moore Street.

Hears and determines disputes between residential landlords and tenants.

Website: www.acat.act.gov.au Email: tribunal@act.gov.au

Telecommunications Industry Ombudsman

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

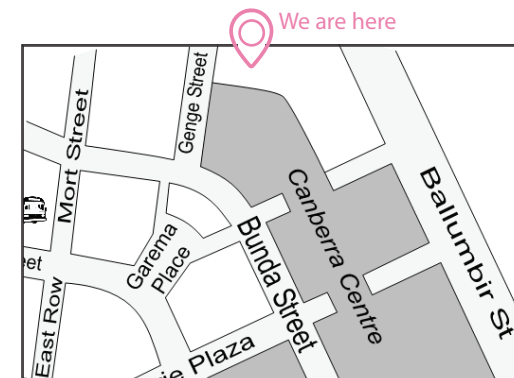
Provides free, independent, just, informal and speedy resolution of complaints and disputes regarding telecommunications services including Internet Service Providers. Website: www.tio.com.au

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 for more information.



Griffin Centre, 20 Genge St, Canberra

Open Monday-Friday, 9am-5pm