

## 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 Federal 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 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 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/](http://www.hrc.act.gov.au/health/)

## Fair Trading: Access Canberra

**13 22 81, Mon-Fri 9am-5pm**

**GPO Box 158, Canberra ACT 2601.**

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](http://www.accesscanberra.act.gov.au/app/home/fairtrading)

## Canberra Community Law

**02 6218 7900, Mon, Tues, Thu, Fri: 9am-4:30pm**

**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 (6pm-8pm one-off legal advice), disability discrimination law, Street Law for Homeless.

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

## Consumer Law Centre

**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)

## Australian Competition and Consumer Commission (ACCC)

**1300 302 502, Mon-Fri 8:30am-5:30pm**

**23 Marcus Clarke St, Canberra.**

Takes complaints about consumer rights and guarantees. This includes your rights to a repair, replacement or refund as well as compensation for damages and loss and being able to cancel a faulty service.

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

## Fair Work Commission

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

**Level 3, 14 Moore St Canberra.**

The Commission is Australia's national workplace relations tribunal. It was established by the Fair Work Act 2009 and is responsible for administering the provisions of the Fair Work ACT.

## Fair Work Ombudsman

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

**Level 10, 224 Bunda St Corner Akuna St. Canberra.**

Provides advice and helps understanding of workplace rights and responsibilities. Enforce compliance with Australia's workplace laws.

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

## The Australian Financial Complaints Authority

**1800 931 678, Mon-Fri 9am-5pm**

Provides an independent dispute resolution service for customers.

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

## Housing ACT Complaints and Information Management Unit

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

Helps public to register complaints and to access information regarding public housing. Also 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.ombudsman.gov.au](http://www.ombudsman.gov.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](http://www.acat.act.gov.au)

Email: [tribunal@act.gov.au](mailto:tribunal@act.gov.au)

## Telecommunications Industry Ombudsman

**1800 062 058, Mon-Fri 9am-5:30pm**

Provides a free and independent dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service.

Website: [www.tio.com.au](http://www.tio.com.au)



# Complaints Resolution Guide

This guide is proudly brought to you by VolunteeringACT. It provides information on complaints resolution services within the Canberra region.

Please note that details in this guide are correct as of date of publication. **Revision date: November 2019**



### Community Info Hub

Griffin Centre  
20 Genge Street  
Canberra 2601  
02 6248 7988

### Open

Monday-Friday, 9am-5pm  
**e** [info@volunteeringact.org.au](mailto:info@volunteeringact.org.au)  
**w** [volunteeringact.org.au](http://volunteeringact.org.au)

*ask us anything*