

Complaints Resolution Info Guide

** All information in this document is current as of 25 August 2023 **

ACT Civil & Administrative Tribunal (ACAT)

Phone: (02) 6207 1740

Office Address: Allara House, 15 Constitution Avenue, Canberra City ACT

Postal Address: GPO Box 370, Canberra, ACT 2601

Email: tribunal@act.gov.au

Website: www.acat.act.gov.au

Service Hours: Mon-Fri 9am-4.30pm

ACAT hears cases and resolves disputes through conferences, mediation and hearings. ACAT can assist with a range of cases (see website for a full list of cases that ACAT can assist with).

You may also be able to appeal a decision made by ACAT on a question of fact or law.

ACT Human Rights Commission

Phone: (02) 6205 2222

Victims Support contact number 1800 822 272 (free call)

Translating and interpreting services (TIS National): 131 450

Call Text telephone (TTY) (02) 6205 1666

Email human.rights@act.gov.au

Website: www.hrc.act.gov.au (includes online form for submission of enquiry)

Service Hours: Mon-Fri 9am-5pm

The ACT Human Rights Commission can investigate and conciliate complaints about discrimination and complaints about services in the ACT including health, disability, older people and services for children and young people.

Enquiries via phone, online or email only.

ACT Ombudsman

Phone: (02) 5117 3650 – NB Phone calls to the ACT Ombudsman from the Alexander Maconochie Centre are free.

Phone: Indigenous Support Line 1800 060 789

Translation and Interpreter Service (TIS): 131 450

Speak and Listen: 1300 555 727 and then ask for (02) 5117 3650

Call Text Telephone (TTY): 133 677 and then ask for (02) 5117 3650

Website: www.ombudsman.act.gov.au

This information guide is an ACT Government funded initiative.

Complaints form:

<https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm>

Service Hours: Mon-Fri 10am to 4pm

The ACT Ombudsman investigates complaints about ACT Government agencies.

This includes complaints about public housing, corrective services, policing and tertiary education.

Phone and online enquiries only.

Australian Competition and Consumer Commission (ACCC)

Phone: Consumers 1300 302 502

Phone: Businesses 1300 302 021

Phone: First Nations consumers 1300 303 143

SMS relay number: 0423 677 767

Call Text Telephone (TTY): 133 677 and then ask for 1300 302 502

Translation and Interpreter Service (TIS): 131 450 and then ask for 1300 302 502

Voice Relay number: 1300 555 727

Postal Address: GPO Box 3131, Canberra ACT 2601

Website: www.accc.gov.au

Service Hours: Mon-Fri 9am-5pm

ACCC deals with 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. Online forms are available.

The Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678

Website: www.afca.org.au

Service Hours: Mon-Fri 9am-5pm

AFCA provides consumers and small businesses with fair, free and independent dispute resolution for financial complaints including credit, finance, loans, insurance, superannuation, investments, financial advice and banking deposits and payments.

Commonwealth Ombudsman

Phone: Helpline 1300 362 072

Website: www.ombudsman.gov.au

Service Hours: Mon-Fri 10 am- 4 pm

The Ombudsman deals with complaints about administrative actions or decisions made by Federal Government departments or bodies and prescribed private sector organisations. They are an independent, confidential, and impartial body with recommendation powers if complaints are found to be justified.

Phone and online enquiries only.

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Fair Trading: Access Canberra

Phone: 13 22 81

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

Service Hours: Mon-Fri 9am-5pm

Fair Trading assists and protects community through the administration of fair-trading legislation and registration and compliance of business in specific industries. They are the first point of contact for consumers and business wanting advice about consumer transactions.

NB: You may need to create a digital account with Access Canberra to access the services provided.

Fair Work Commission

Phone: 1300 799 675

Office address for visits: Level 3, 14 Moore Street, Canberra, ACT, 2600

Postal address: GPO Box 539, Canberra City, ACT, 2601

Website: <https://www.fwc.gov.au/>

Email: canberra@fwc.gov.au

Service Hours: Mon-Fri 9am-5pm

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

Phone: 13 13 94

Translating and interpreting services (TIS National): 131 450

Speak and Listen: 1300 555 727 and ask for 13 13 94

Postal address: Fair Work Ombudsman, GPO Box 9887, Canberra

Website: www.fairwork.gov.au

Service Hours: Mon-Fri 8am-5.30pm

Provides advice and helps understanding of workplace rights and responsibilities. Promotes and monitors compliance with workplace laws.

Housing ACT Complaints and Information Management Unit

Phone: (02) 6207 1515 / 1800 950 255

Email: Housing.CustomerService@act.gov.au

Website: www.communityservices.act.gov.au

Service Hours: Mon-Fri 9am-5pm.

Helps the public to register complaints and to access information regarding public housing. Also provides general assistance about Housing.

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Telecommunications Industry Ombudsman

Phone: 1800 062 058

Postal Address: PO Box 276, Collins Street West, VIC 8007

Email: tio@tio.com.au

Website: www.tio.com.au

Service Hours: Mon-Fri 8am-8pm

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.

Contact us to find out more about these and other community services in the Canberra region.

Info Line: (02) 6248 7988

Email: info@volunteeringact.org.au

Website: www.communityinfohub.org.au

Service Hours: Mon-Fri 10:00am-4:00pm

Community Info Hub

Ground floor, Griffin Centre

20 Genge Street, Canberra 2601

Open Hours

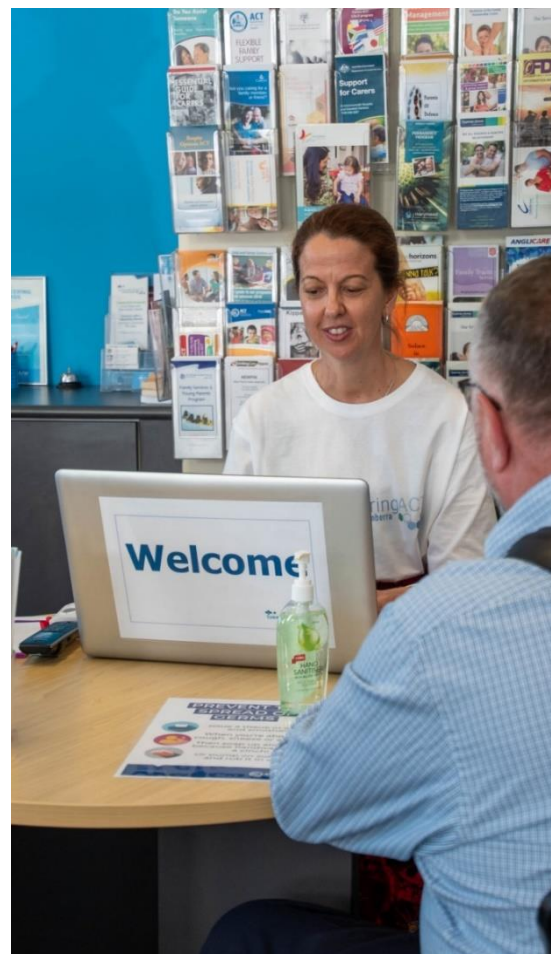
Monday-Friday, 10am - 4pm

e info@volunteeringact.org.au

w volunteeringact.org.au

p (02) 6248 7988

Click on the map to search the ACT Community Directory



To be added or request changes to this guide please contact us on (02) 6248 7988.

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