

How can the Queensland Ombudsman help me?

- ✓ Answer your questions and provide advice about the complaints process.
- ✓ Make inquiries or investigate your complaint.
- ✓ Refer your complaint to another agency.
- ✓ Recommend ways to fix the problem.

It's nice to know that you are not alone, that somebody is there to help.



Contact us



www.ombudsman.qld.gov.au



Freecall: 1800 068 908



Interpreter: 131 450



Speak & Listen: 1300 555 727

Queensland Ombudsman

GPO Box 3314, Brisbane, 4001
Level 18, 53 Albert Street, Brisbane

Your privacy

The information we obtain from complainants and other persons in the course of receiving and responding to complaints and inquiries is used for the purposes of our investigation and other responsibilities under the *Ombudsman Act 2001*. We do not disclose this information unless required by law.



**QUEENSLAND
OMBUDSMAN**
Standing for fairness

How can the Queensland Ombudsman help me?



I've been treated unfairly by a state agency, local council or university.

If you haven't been able to sort out the issue with the agency on your own, contact the Ombudsman.

What we do helps agencies improve their services.

We are here to make sure all Queenslanders get a fair go in their dealings with agencies.

We don't take sides.

Our service is free and confidential.

Anyone can make a complaint.

What can I complain about?

You can complain about the decisions and actions of agencies, for example:

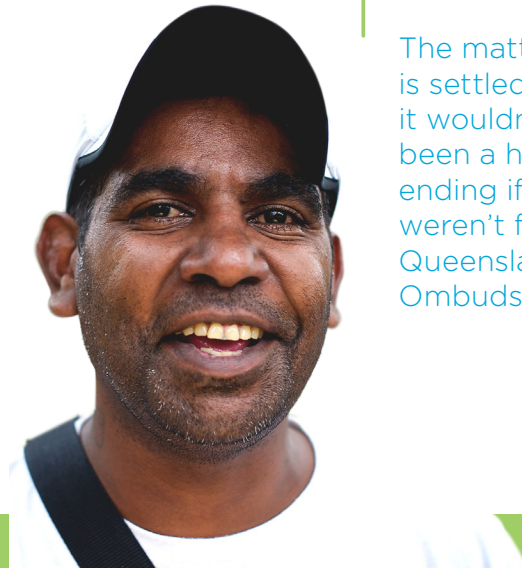
- a decision to refuse you a service or subsidy
- the way an agency has handled your application
- a decision to exclude you from a program or service
- fees or charges levied by agencies
- the conduct of agency officers
- an agency's policy or procedure

How do I make a complaint?

- 1 Contact the agency first**
They won't know there is a problem if you don't tell them. Give them a chance to fix the problem. This is the fastest way to resolve a complaint.
- 2 Use the agency's complaints process**
Tell them what happened, why it's wrong and how you think it should be fixed.
- 3 If you are still unhappy, contact the Ombudsman.**
Contact us for information, advice or to make a complaint. If we can't help you, we'll try and put you in touch with someone who can.



I appreciate your efforts to resolve my dispute. I'm very happy with the result.



The matter is settled... it wouldn't have been a happy ending if it weren't for the Queensland Ombudsman.



I'm so grateful the Office investigated my case. Thanks to your persistence the matter was resolved to my complete satisfaction.