

I've got a problem with a government agency! Who do I complain to?

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, seek an external review

The Queensland Ombudsman investigates complaints about Queensland government agencies, local councils, public universities and TAFE. Our service is free and confidential.

If we can't help you, we'll try and put you in touch with someone who can, such as the bodies here.



www.ombudsman.qld.gov.au

Ph: (07) 3005 7000
Interpreter: 131 450

Freecall: 1800 068 908
Speak & Listen: 1300 555 727

Common external complaint handling bodies

Scams

Australian Competition and Consumer Commission

www.accc.gov.au | 1300 302 502

Banks, credit union, superannuation,
financial services

Australian Financial Complaints Authority

www.afca.org.au | 1800 931 678

Commonwealth department or agency

Commonwealth Ombudsman

www.ombudsman.gov.au | 1300 362 072

Corruption and police misconduct

Crime and Corruption Commission

www.ccc.qld.gov.au | 1800 061 611

Water supplied to a home or business

Energy and Water Ombudsman

www.ewoq.com.au | 1800 662 837

Payment of wages, dismissal and
workplace disputes

Fair Work Ombudsman

www.fairwork.gov.au | 131 394

Consumer issues with a solicitor, barrister
or legal firm

Legal Services Commission

www.lsc.qld.gov.au | 1300 655 754

Product or service bought or rented from
a business

Office of Fair Trading

www.fairtrading.qld.gov.au | 137 468

Health services

Office of the Health Ombudsman

www.oho.qld.gov.au | 133 646

Human rights and discrimination

Queensland Human Rights Commission

www.qhrc.qld.gov.au | 1300 130 670

Apprentices, trainees, students, employers

Queensland Training Ombudsman

trainingombudsman.qld.gov.au | 1800 773 048

Telephone or internet

Telecommunications Industry Ombudsman

www.tio.com.au | 1800 062 058