

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

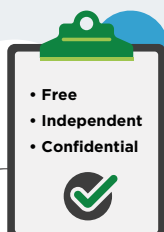
- 1 Contact the agency first**  
They won't know there is a problem if you don't tell them. Give them a chance to fix the problem. This is the fastest way to resolve a complaint.
- 2 Use the agency's complaints process**  
Tell them what happened, why it's wrong and how you think it should be fixed.
- 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](http://www.ombudsman.qld.gov.au)

**Phone:** (07) 3005 7000  
**Interpreter:** 131 450  
**Speak & Listen:** 1300 555 727



## Common external complaint handling bodies

Scams  
**Australian Competition and Consumer Commission**  
[www.accc.gov.au](http://www.accc.gov.au) | 1300 302 502

Banks, credit union, superannuation, financial services  
**Australian Financial Complaints Authority**  
[www.afca.org.au](http://www.afca.org.au) | 1800 931 678

Commonwealth department or agency  
**Commonwealth Ombudsman**  
[www.ombudsman.gov.au](http://www.ombudsman.gov.au) | 1300 362 072

Corruption and police misconduct  
**Crime and Corruption Commission**  
[www.ccc.qld.gov.au](http://www.ccc.qld.gov.au) | 1800 061 611

Energy and water supplied to a home or business  
**Energy and Water Ombudsman**  
[www.ewoq.com.au](http://www.ewoq.com.au) | 1800 662 837

Payment of wages, dismissal, workplace disputes  
**Fair Work Ombudsman**  
[www.fairwork.gov.au](http://www.fairwork.gov.au) | 131 394

Land access disputes (*breaches of Conduct and Compensation Agreements or Make Good Agreements*)  
**Land Access Ombudsman**  
[www.lao.org.au](http://www.lao.org.au) | 1800 717 550

Consumer issues with a solicitor, barrister or legal firm  
**Legal Services Commission**  
[www.lsc.qld.gov.au](http://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](http://www.fairtrading.qld.gov.au) | 137 468

Health services  
**Office of the Health Ombudsman**  
[www.oho.qld.gov.au](http://www.oho.qld.gov.au) | 133 646

Human rights and discrimination  
**Queensland Human Rights Commission**  
[www.qhrc.qld.gov.au](http://www.qhrc.qld.gov.au) | 1300 130 670

Apprentices, trainees, students, employers  
**Queensland Training Ombudsman**  
[trainingombudsman.qld.gov.au](http://trainingombudsman.qld.gov.au) | 1800 773 048

Telephone or internet  
**Telecommunications Industry Ombudsman**  
[www.tio.com.au](http://www.tio.com.au) | 1800 062 058