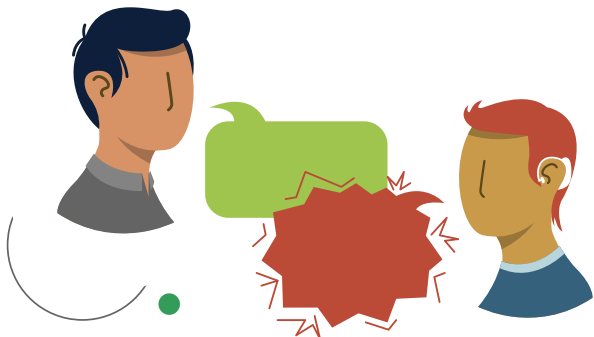


# I have a complaint. What do I do?



## Take these steps if you have a problem with a government agency:

**1 Contact the agency first**  
Tell the agency that you have a problem. Tell them what happened, why it's wrong and how you think it should be fixed. Give them a chance to fix the problem. This is the fastest way to resolve a complaint.

**2 Follow the agency's complaints process**  
If your problem is not resolved, you can ask the agency to review its decision.

**3 If you are still unhappy, seek an external review**  
We investigate complaints about the actions and decisions of:

- state government agencies
- local councils
- public authorities
- non-government entities that provide services on behalf of an agency.

If we can't help you, we'll try and put you in touch with someone who can. A few other common complaint handling organisations are listed opposite with more listed on our [website](#).

**Our service is free, independent and confidential.**

**Form:** [ombudsman.qld.gov.au/make-a-complaint](http://ombudsman.qld.gov.au/make-a-complaint)

**Phone:** (07) 3005 7000

**Interpreter:** 131 450

**Speak & Listen:** 1300 555 727

[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)



## Other common complaint handling organisations

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

Tertiary education  
**National Student Ombudsman**  
[www.nso.gov.au](http://www.nso.gov.au) | 1300 395 775