



QUEENSLAND
OMBUDSMAN

Web: www.ombudsman.qld.gov.au

Call: (07) 3005 7000

Speak & Listen: 1300 555 727

Interpreter: 131 450

Contact us

Make a complaint



Make your complaint about a Queensland state government department or agency, local council or public university via our online form.

Enquiries and feedback



Do you have an enquiry or feedback about one of our services, or are you unhappy with us?

We accept complaints made via the online form, by phone and in writing.

If you are unable to use the online form you can print and mail us a

paper [complaint form \(PDF 226.8KB\)](#).

The Office is closed on all public holidays.

Phone:

(07) 3005 7000

Your call will be answered between 9.30am-4.00pm on business days and between 10.30-11.30am, and 2.00-4.00pm on the last Thursday of each month. Our [online complaint form](#) is available 24 hours a day.

Please note calls from a mobile may attract higher charges. We can call you back if you let us know you are calling from a mobile. If you need a translator, call 131 450. If you are deaf or have a hearing or speech impairment, you can use the [National Relay Service](#). Give the National Relay Service our telephone number and they will call us.

Address:

GPO Box 3314, Brisbane, QLD 4001

Level 18, 53 Albert Street, Brisbane, QLD 4000

We are not offering a counter service for complaints made 'face-to-face' at this time due to hybrid working arrangements.

Accessibility:

Wheelchair accessible by lift.

ABN: 25 765 757 900

All personal information you provide to us is handled in accordance the [Information Privacy Act 2009](#). To find out more, see our [privacy](#)

plan.