



**QUEENSLAND
OMBUDSMAN**
Standing for fairness

Web: www.ombudsman.qld.gov.au
Call: (07) 3005 7000
Toll free: 1800 068 908
Speak & Listen: 1300 555 727
Interpreter: 131 450

Other complaint-handling organisations

We **can** investigate complaints about Queensland state government departments and agencies (including state schools and TAFE), local councils, and public universities. If we **cannot** investigate your complaint, there are other organisations that may be able to help.

Topic	Relating to:
<u>Banking, finance, insurance or superannuation</u>	Bank, credit union or financial services provider, insurance, tax/BAS agent or adviser, bankruptcy, insolvency, liquidation or superannuation
<u>Commonwealth government</u>	Commonwealth government department or agency, including Centrelink, Child Support Agency and Department of Immigration and Border Protection, Australia Post, Australian Taxation Office (ATO)
<u>Corrupt conduct</u>	Corrupt conduct by a public officer or police misconduct
<u>Consumer and commercial issues</u>	Product or service bought or rented from a business, unsafe consumer product, scams, private individual or neighbourhood dispute (including dividing fences and trees), builder, licensed tradesperson or building certifier, solicitor, barrister or legal firm, advertising on commercial television, radio and pay TV, content on radio or television station

Discrimination, sexual harassment, victimisation, vilification, reprisal

Discrimination on the basis of sex, relationship status, pregnancy, parental status, breastfeeding, age, race, impairment, religious belief or religious activity, political belief or activity, trade union activity, lawful sexual activity, gender identity, sexuality, family responsibilities; sexual harassment; victimisation; vilification on the basis of race, religion, sexuality or gender identity; reprisal for a public interest disclosure

Electricity and gas

Electricity provider including Energy Queensland (formerly Energex and Ergon Energy), Bottled gas (LPG), reticulated gas (delivered by pipe)

Private health care, private hospital, aged care or health insurance

Private health services provided by registered and unregistered health practitioners, Medicare, aged care service provider, private health insurance

Private education or training provider

Independent schools (non-government schools that are not part of the Catholic school system), Catholic schools, private education provider with overseas students, private training organisations and colleges

Private employment, apprenticeships or traineeships

Superannuation contribution not paid by employer, taxation, payment of wages, awards, dismissal and workplace disputes, workplace health and safety, apprenticeships and traineeships, private training organisation and colleges

Real estate, rental property or body corporate

Body corporate of a multi-unit dwelling (example, a block of units), real estate agent or agency, private tenancy issue (including rental bonds)

Right to information or privacy

Access to and amendment of information held by government and public sector agencies in Queensland; breach of the privacy principles that govern how Queensland government agencies collect, store, use and disclose personal information

Telephone or internet

Telephone or internet, including NBN

Tolling

Toll matters, Demand Notices or Penalty Infringement Notices

There are a number of other independent integrity organisations in Queensland.

Organisation	Role
<u>Integrity Commissioner</u>	Advice to ministers, members of parliament, Queensland Public Service chief executives and senior executives
<u>Public Service Commissioner</u>	Information for employees, executives and managers in the Queensland public service about performance and development, employment, workplace behaviour, guidelines, directives
<u>Queensland Audit Office</u>	Independent assessment of the financial management-related activities of public sector entities

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