



QUEENSLAND
OMBUDSMAN

Web: www.ombudsman.qld.gov.au

Call: (07) 3005 7000

Speak & Listen: 1300 555 727

Interpreter: 131 450

What we can investigate

Under the [Ombudsman Act 2001](#), we have the power to investigate the decisions and actions of Queensland state government departments and agencies (including state schools and TAFE), local councils, and public universities.

For example, we can investigate complaints about:

- a decision to refuse you a service or subsidy
- the way your application has been handled
- a decision to exclude you from a program or service
- how fees or charges have been levied in your circumstances
- the conduct of an officer towards you
- how a policy or procedure has been applied in your circumstances.

Find out about some of the [common complaints](#) we receive.

Public interest disclosures

A public interest disclosure (PID), is a disclosure of information about wrongdoing in the public sector. A PID can also be about danger to a person with a disability or to the environment. Find out more about [PIDs](#) and how to make one.

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