



**QUEENSLAND
OMBUDSMAN**

Standing for fairness

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Call: (07) 3005 7000

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Training courses

'The Queensland Ombudsman has amazing trainers – such a wealth of knowledge and personal experience in providing training for public sector officers.'



We offer practical and interactive training for state and local government officers.

Complaints management

This training will help frontline and internal review officers handle complaints better.

Good decisions

Learn how to make good decisions, the standards you must uphold and how to maintain proper and accurate records.

Managing unreasonable complainant conduct

Improve customer service and learn practical strategies to deal with difficult client behaviour.

Practical ethics for local government

This training will help local government staff assess and respond to ethical dilemmas.

Practical ethics for state government

This training will help state government staff assess and respond to ethical dilemmas.