QUEENSLAND OMBUDSMAN

50 YEARS 1974–2024

Web: www.ombudsman.qld.gov.au
Call: (07) 3005 7000
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:

Banking, finance, insurance or superannuation	Bank, credit union or financial services provider, insurance, tax/BAS agent or adviser, bankruptcy, insolvency, liquidation or superannuation
Commonwealth government	Commonwealth government department or agency, including Centrelink, Child Support Agency and Department of Home Affairs, Australia Post, Australian Taxation Office (ATO)
Corrupt conduct	Corrupt conduct by a public officer or police misconduct
Consumer and commercial issues	Product or service bought or rented from a business, unsafe consumer product, scams, ride sharing, 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
Integrity Commissioner	Advice to ministers, members of parliament, Queensland Public Service chief executives and senior executives
Public Sector Commission	Information for employees, executives and managers in the Queensland public service about performance and development, employment, workplace behaviour, guidelines, directives

Queensland Audit Office	Independent assessment of the financial management-related activities of public sector entities
Queensland Human Rights Commission	Independent statutory body established under the *Queensland Anti-Discrimination Act 1991.* Handles complaints and training on discrimination, vilification, victimisation and sexual harassment, under the *Anti-Discrimination Act 1991 (Qld)*.

Last updated: 5 December 2023