

# Phone complaints suspended temporarily

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**Limited services  
due to Coronavirus  
(COVID-19)**



27 Mar 2020

[Managing complaints](#)

# Further change to complaints management

In response to the evolving COVID-19 situation we have regrettably had to further limit access to the Office's complaints intake team.

As of 4:30pm on Friday 27 March, the Office will be temporarily suspending its public access phone service (3005 7000 and 1800 068 908). The Office will continue to accept online complaints made via the [website](#) and written complaints.

Complaints already received will continue to be managed according to the usual processes.

## Previous change

- [23 March - suspended face-to-face training up to 30 June 2020](#)
- [19 March – suspended accepting complaints made in person](#)

## Delays expected

As a result of the COVID-19 pandemic, you may expect delays to our complaint-handling responses and investigations. Many public authorities and community service providers will also have additional challenges at this time. They may not be in a position to respond in a timely way to our enquiries. This may add to delays. All complaints made to our office will be triaged. If your complaint is assessed as urgent, an officer will contact you as soon as possible.

# Further updates

Further updates to our services will be posted on our [website](#) and [LinkedIn page](#), so please check again for the latest available information.

Last updated: 15 March 2024