

# Complaints Resolution Info Guide

\*\* All information in this document is current as of 12 July 2024 \*\*

## ACT Civil & Administrative Tribunal (ACAT)

**Phone:** (02) 6207 1740

**Office address:** Allara House, 15 Constitution Avenue, Canberra City ACT

**Postal address:** GPO Box 370, Canberra, ACT 2601

**Email:** [tribunal@act.gov.au](mailto:tribunal@act.gov.au)

**Website:** [www.acat.act.gov.au](http://www.acat.act.gov.au)

**Service hours:** Mon-Fri 9am-4.30pm

ACAT hears cases and resolves disputes through conferences, mediation and hearings. ACAT can assist with a range of cases (see website for a full list of cases that ACAT can assist with). You may also be able to appeal a decision made by ACAT on a question of fact or law.

## ACT Human Rights Commission

**Phone:** (02) 6205 2222

**Victims support contact number** 1800 822 272 (free call)

**Translation and Interpreter Service (TIS):** 131 450

**Call Text Telephone (TTY) (02) 6205 1666**

**Office address:** Allara House, 48-56 Allara Street, Canberra City, ACT.

**Email:** [human.rights@act.gov.au](mailto:human.rights@act.gov.au)

**Website:** [www.hrc.act.gov.au](http://www.hrc.act.gov.au) (includes online form for submission of enquiry)

**Service hours:** Reception Mon-Fri 9am-4:30pm; phone line Mon-Fri 9am-5pm

The ACT Human Rights Commission can investigate and conciliate complaints about discrimination and complaints about services in the ACT including health, disability, older people and services for children and young people.

Enquiries via phone, online or email. You may also book an appointment to discuss your complaint face-to-face if you prefer.

## Housing ACT Complaints and Information Management Unit

**Phone:** (02) 6207 1515 / 1800 950 255

**Office address:** 153 Emu Bank, Belconnen.

**Postal address:** Complaints Management Unit, Locked Bag 3000, Belconnen ACT 2617

**Email:** [Housing.Complaints@act.gov.au](mailto:Housing.Complaints@act.gov.au)

**Website:** [www.act.gov.au/directorates-and-agencies/community-services-directorate/complain-about-a-community-service](http://www.act.gov.au/directorates-and-agencies/community-services-directorate/complain-about-a-community-service)

**This information guide is an ACT Government funded initiative.**

**Service hours:** Mon-Fri 9am-5pm

Helps the public to register complaints and to access information regarding public housing. Also provides general assistance about housing. Complaints can be lodged anonymously, but this will mean that you will not receive a response to your complaint.

### **ACT Ombudsman**

**Phone:** (02) 5117 3650 – NB phone calls to the ACT Ombudsman from the Alexander Maconochie Centre are free.

**First Nations callers may wish to use the Indigenous phone line:** 1800 060 789

**Translation and Interpreter Service (TIS):** 131 450

**Speak and Listen:** 1300 555 727 and then ask for (02) 5117 3650

**Call Text Telephone (TTY):** 133 677 and then ask for (02) 5117 3650

**Postal Address:** ACT Ombudsman, GPO Box 440, Canberra ACT 2601

**Website:** [www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au)

**Complaints form:** [Web Form Submission \(ombudsman.gov.au\)](http://www.ombudsman.gov.au)

**Service hours:** Mon-Fri 10am-4pm

The ACT Ombudsman investigates complaints about ACT Government agencies. This includes complaints about public housing, corrective services, policing, and tertiary education.

Phone and online enquiries only.

### **Fair Trading: Access Canberra**

**Phone:** 13 22 81

**Call Text Telephone (TTY):** 13 36 77 and then ask for 13 22 81 or visit [www.accesshub.gov.au](http://www.accesshub.gov.au) to make an internet relay or captioned relay call.

**Speak and Listen:** 1300 555 727 and then ask for 13 22 81

**Internet relay:** connect to the NRS and then ask for 13 22 81

**Website:** [www.accesscanberra.act.gov.au/consumer-rights/fair-trading-and-consumer-rights](http://www.accesscanberra.act.gov.au/consumer-rights/fair-trading-and-consumer-rights)

**Service hours:** Mon-Fri 9am-5pm

Fair Trading assists and protects community through the administration of fair-trading legislation and registration and compliance of business in specific industries. They are the first point of contact for consumers and business wanting advice about consumer transactions.

NB: You may need to create a digital account with Access Canberra to access the services provided.

### **The Australian Financial Complaints Authority (AFCA)**

**Phone:** 1800 931 678

**Website:** [www.afca.org.au](http://www.afca.org.au)

**Service hours:** Mon-Fri 9am-5pm

**This information guide is an ACT Government funded initiative.**

AFCA provides consumers and small businesses with fair, free and independent dispute resolution for financial complaints including credit, finance, loans, insurance, superannuation, investments, financial advice and banking deposits and payments.

### **Australian Competition and Consumer Commission (ACCC)**

**Phone:** Consumers 1300 302 502

**Phone:** Businesses 1300 302 021

**Phone:** First Nations consumers 1300 303 143

**SMS relay number:** 0423 677 767

**Call Text Telephone (TTY):** 133 677 and then ask for 1300 302 502

**Translation and Interpreter Service (TIS):** 131 450 and then ask for 1300 302 502

**Voice Relay number:** 1300 555 727 and then ask for 1300 302 502

**Office address:** 23 Marcus Clarke St, Canberra, ACT

**Postal address:** GPO Box 3131, Canberra ACT 2601

**Website:** [www.accc.gov.au](http://www.accc.gov.au)

**Service hours:** Office hours Mon-Fri 9am-5pm; phone line Mon-Fri 11am-3pm

ACCC deals with complaints about consumer rights and guarantees. This includes your rights to a repair, replacement, or refund as well as compensation for damages and loss and being able to cancel a faulty service. Online forms are available.

### **Commonwealth Ombudsman**

**Phone:** Helpline 1300 362 072

**First Nations callers may wish to use the Indigenous phone line:** 1800 060 789

**Translation and Interpreter Service (TIS):** 131 450 and then ask for 1300 362 072

**Speak and Listen:** 1300 555 727 and then ask for 1300 362 072

**Call Text Telephone (TTY):** 133 677 and then ask for 1300 362 072

**Postal address:** Commonwealth Ombudsman, GPO Box 442, Canberra, ACT 2601

**Website:** [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**Service hours:** Mon-Fri 10am-4pm

The Ombudsman deals with complaints about administrative actions or decisions made by Australian Government departments or bodies and certain private sector organisations. They are an independent, confidential, and impartial body with recommendation powers if complaints are found to be justified. Phone and online enquiries only.

### **Fair Work Commission**

**Phone:** 1300 799 675

**Office address:** Level 3, 14 Moore Street, Canberra, ACT, 2600

**Postal address:** GPO Box 539, Canberra City, ACT, 2601

**Email:** [canberra@fwc.gov.au](mailto:canberra@fwc.gov.au)

**This information guide is an ACT Government funded initiative.**

**Website:** <https://www.fwc.gov.au/>

**Service hours:** Mon-Fri 9am-5pm

The Commission is Australia's national workplace relations tribunal. It was established under the Fair Work Act 2009 and is responsible for administering the provisions of the Fair Work Act.

### Fair Work Ombudsman

**Phone:** 13 13 94

**Translating and interpreting services (TIS National):** 131 450

**Speak and Listen:** 1300 555 727 and ask for 13 13 94

**Office address:** Level 10, 224 Bunda Street and cnr Akuna Street, Canberra ACT 2600

**Website:** [www.fairwork.gov.au](http://www.fairwork.gov.au)

**Service hours:** Mon-Fri 8am-5.30pm

Provides advice and helps understanding of workplace rights and responsibilities. Promotes and monitors compliance with workplace laws. Please book in advance for face-to-face consultations.

### Telecommunications Industry Ombudsman

**Phone:** 1800 062 058

**Postal address:** PO Box 276, Collins Street West, VIC 8007

**Email:** [tio@tio.com.au](mailto:tio@tio.com.au)

**Website:** [www.tio.com.au](http://www.tio.com.au)

**Service hours:** Mon-Fri 8am-8pm

Provides a free and independent dispute resolution service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service.

**To be added to or request changes to this guide please contact us on (02) 6248 7988.**

Contact us to find out more about these and other community services in the Canberra Region.

**Info line:** (02) 6248 7988

**Email:** [info@volunteeringact.org.au](mailto:info@volunteeringact.org.au)

**Website:** [www.communityinfohub.org.au](http://www.communityinfohub.org.au)

**Phone lines open:** Mon-Fri 9am-8pm

Community Info Hub  
Ground floor, Griffin Centre  
20 Genge Street, Canberra 2601

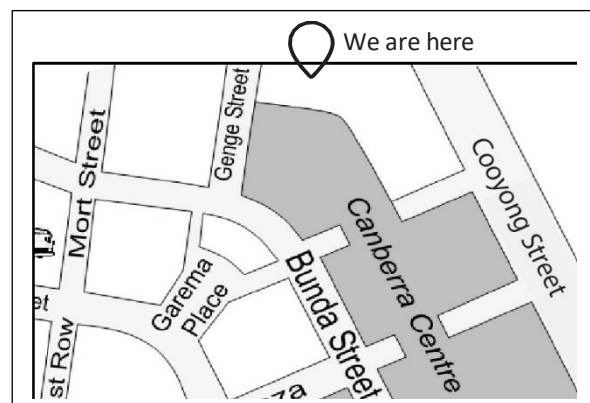
#### Opening hours

Monday-Friday, 10am-4pm

**e** [info@volunteeringact.org.au](mailto:info@volunteeringact.org.au)

**w** [volunteeringact.org.au](http://volunteeringact.org.au)

**p** (02) 6248 7988



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