

Complaints Resolution Info Guide

This guide has been prepared by VolunteeringACT. Our Community Info Hub services are accessible in person, via phone and email. Copies of this and other Community Information Guides can also be accessed online at www.volunteeringact.org.au

See the end of this document for more information.

** All information in this document is current as of 9 July 2026 **

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

Website: 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

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

Mailing address: GPO Box 158, Canberra ACT 2601

Email: human.rights@act.gov.au

Website: www.hrc.act.gov.au (includes online form for submission of enquiry)

Service hours: Phone line Mon-Fri 9am-5pm, No walk-ins.

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 (Public housing and Housing ACT Complaints)

(02) 6207 1500 (Repairs or maintenance complaints)

Office address: 153 Emu Bank, Belconnen.

This information guide is an ACT Government funded initiative.

Postal address: Housing ACT, Locked Bag 3000, Belconnen ACT 2617

Email: Housing.Complaints@act.gov.au (Public housing and Housing ACT complaints)
620711500@act.gov.au (Repairs or maintenance complaints)

Website: <https://www.act.gov.au/directorates-and-agencies/health-and-community-services-directorate/complain-about-a-community-service>

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

Office Address: Level 5, 7 London Circuit, Canberra City, ACT

Postal Address: ACT Ombudsman, GPO Box 442, Canberra ACT 2601

Website: www.ombudsman.act.gov.au

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

Service hours: Mon-Tue 10am-4pm, Wed 10am-2pm, Thurs-Fri 10am-4pm

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

You can submit a complaint in-person, by phone, online, email, or post.

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 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

Service hours: Mon-Fri 9am-5pm (Access Canberra Shop Fronts)

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.

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The Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678 (Free call within Australia)

Email: info@acfa.org.au

Website: www.afca.org.au

Service hours: Mon-Fri 9am-5pm

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

Translation and Interpreter Service (TIS): 131 450 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

Service hours: 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

National Relay Service: 1800 555 727

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

Website: www.ombudsman.gov.au

Service hours: Mon-Tue 10am-4pm, Wed 10am-2pm, Thurs-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.

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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

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: 1300 799 675

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

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

Website: 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. You can submit a complaint by phone, email, post or online.

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.

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Contact us today to

- Find out more about these and other community services in the Canberra region.
- Add or update your services in our info guides.



Email

info@volunteeringact.org.au



Phone Number

02 6248 7988



Website

www.volunteeringact.org.au



Opening hours

Monday to Friday
10am - 4pm



Location

Ground floor, Griffin Centre, Genge Street, Canberra City, ACT 2601



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