Complaints Resolution Guide

This guide has been prepared by VolunteeringACT.

Visit the Community Info Hub at the Griffin Centre, 20 Genge Street. You can also contact us via phone (02) 6248 7988 or email us at info@volunteeringact.org.au

Our Community Information Guides can be accessed at www.volunteeringact.org.au

Information in this guide is current as of 30 October 2026.

ACT Civil & Administrative Tribunal (ACAT)

Phone: (02) 6207 1740

Office address: Allara House, 15 Constitution Avenue, Canberra, ACT 2601

Postal address: GPO Box 370, Canberra, ACT 2601

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.

Email: tribunal@act.gov.au

Website: www.acat.act.gov.au

The Australian Financial Complaints Authority (AFCA)

Phone: 1800 931 678 free call within Australia

Service hours: Mon-Fri 8am-6pm

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.

Email: info@acfa.org.au

Website: www.afca.org.au

This information guide is an ACT Government funded initiative.

ACT Human Rights Commission

Phone: (02) 6205 2222

Victims support contact number 1800 822 272

Translation and Interpreter Service (TIS): 131 450, 24/7 at cost of a local call

Office address: 56 Allara St, Canberra City, ACT 2601

Postal address: GPO Box 158, Canberra, ACT 2601

Service hours: phone line Mon-Fri 9:30am-4pm to make appointments (no walk-ins)

The ACT Human Rights Commission can investigate and support mediation of a complaint 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. There is also an online submission form or you can book an appointment to discuss your complaint face-to-face if you prefer.

Email: human.rights@act.gov.au

Website: www.hrc.act.gov.au

Housing ACT Complaints and Information Management Unit

Phone: (02) 6207 1515 or 1800 950 255

Office address: 153 Emu Bank, Belconnen, ACT 2617

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

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.

Email: housing.customerservice@act.gov.au

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

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 11, 224 Bunda St, Canberra ACT 2601

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.

Website: www.fairwork.gov.au

Fair Work Commission

Phone: 1300 799 675

Office address: Level 3, 14 Moore St, Canberra, ACT, 2601

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

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.

Website: https://www.fwc.gov.au/

ACT Ombudsman

Phone: (02) 5117 3650 – calls to 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 442, Canberra, ACT 2601

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.

Phone and online enquiries only.

Website: www.ombudsman.act.gov.au

Complaints form: Web Form Submission (ombudsman.gov.au)

Fair Trading: Access Canberra

Phone: 13 22 81

Service hours: Mon-Fri 8am-6pm (Access Canberra Shop Front)

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

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.

Website: www.accesscanberra.act.gov.au/consumer-rights/fair-trading-and-consumer-rights

Australian Competition and Consumer Commission (ACCC)

Phone:

- Consumers 1300 302 502
- Businesses 1300 302 021
- Office 02 6243 1111
- 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 2601

Postal address: GPO Box 3131, Canberra, ACT 2601

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.

Website: www.accc.gov.au

Commonwealth Ombudsman

Phone: Helpline 1300 362 072

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

Service hours: Mon-Tue 10am-4pm, 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. Phone and online enquiries only. Complaint forms are also available online.

Website: www.ombudsman.gov.au

Telecommunications Industry Ombudsman

Phone: 1800 062 058

Postal address: PO Box 276, Collins St West, VIC 8007

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.

Email: tio@tio.com.au

Website: www.tio.com.au

Care Consumer Law

Phone: (02) 6143 0044
Address: Ground Floor 19/23 Moore St, Turner, ACT 2612
Hours: Mon, Tues, Thurs, Fri 9am-5pm, Wed: 9am- 6:30pm
Provides free legal advice and assistance to people in the ACT about consumer and credit law, contracts, fair trading, debt, bankruptcy, insurance, and other consumer related disputes.
Email: clc.admin@carefcs.org
Website: www.carefcs.org/consumer-law-centre

Legal Advice Helplines

Legal Aid Helpline

Phone: 1300 654 314
Service Hours: Mon-Thurs 8.30am-7pm, Fri 8.30am-5pm

Legal Aid: Domestic and Family Violence Unit

Phone: (02) 6207 1874 or 1300 654 314
Service Hours: Mon-Fri 8:30am-5pm

Aboriginal Legal Service ACT/NSW

Phone: 1800 765 767
Service Hours: Mon-Fri 9am-5pm

Refer to our 'ACT Legal Services Guide' for a more comprehensive and detailed list of Community Legal Services

Community Info Hub
VolunteeringACT



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

