

Who can help me with my complaint in the ACT?

If you live, work or study in the Australian Capital Territory, there are a number of oversight bodies that may be able to assist you if you have a complaint about a government agency, or the provision of a public service.

You should try to make a complaint directly to the relevant organisation first, as they may be able to resolve your issue quickly. Many oversight bodies will expect you to try this first. Our website has some tips and advice on how to do this which can be found here ombudsman.act.gov.au/making-a-complaint/resolving-the-issue-yourself

If this is not successful, the tables below are designed to help you seek further assistance to resolve your complaint. **You can also talk to us at the ACT Ombudsman if you are unsure about who to approach. We will either transfer your complaint, or help you get your complaint to the right place.**

Which organisation or person is your complaint about?

My complaint is about:	Who may be able to help?	How do I contact them?
An ACT government agency (e.g. Community Services Directorate)	The ACT Ombudsman or the ACT Human Rights Commission depending on the subject of your complaint—see table below.	See table below.
An ACT tertiary public education provider (e.g. CIT or UC)		
Utilities that are licensed to operate in the ACT to support energy or water (e.g. ACTEWAGL, Icon Water, Energy Australia)	The ACT Energy Ombudsman within the ACT Civil and Administrative Tribunal (ACAT)	acat.act.gov.au or call (02) 6207 1740 (select option #1)
A judge of the ACT Supreme Court or a magistrate of the ACT Magistrates Court	The ACT Judicial Council	actjudicialcouncil.org.au
A financial firm (e.g. Commonwealth Bank or a superannuation fund)	Australian Financial Complaints Authority	afca.org.au or call 1800 931 678
A telecommunications provider (e.g. Telstra, Transact)	The Telecommunications Industry Ombudsman	tio.com.au/making-a-complaint or call 1800 062 058.
A Commonwealth government agency ACT Policing	The Commonwealth Ombudsman	ombudsman.gov.au or call 1300 362 072
A private CRICOS registered education provider		
A VET FEE-HELP or VET student loan approved provider		
A postal operator (e.g. Australia Post, StarTrack)		
A health insurance agency		

What is the subject matter of your complaint?

My complaint is about:	Who may be able to help?	How do I contact them?
A health service or health practitioner (e.g. a service provided by a hospital, medical practice, doctor, nurse, allied health professional or vet)	The ACT Human Rights Commission	hrc.act.gov.au/complaints or call (02) 6205 2222
A service for children or young people (e.g. education, accommodation or rehabilitation services)		
A service for older people (e.g. respite care, personal care or home maintenance services)		
A service for people with a disability (e.g. home help)		
Discrimination, vilification or sexual harassment (e.g. in housing, education, employment, goods and services, transport)		
ACT public service employment matters (e.g. promotions or disciplinary action)	Public Sector Standards Commissioner	Call (02) 6205 0358
Wrongdoing in the ACT public service (that is, I wish to make a Public Interest Disclosure (PID))		
Possible child abuse and/or misconduct by persons working at 'designated entities' (e.g. ACT schools, early education/care services, out of home care/health services, ACT agencies & religious bodies)	The ACT Ombudsman	ombudsman.act.gov.au or call 02 6276 3773
Freedom of information processes or access to government information in the ACT		
The handling or investigation of a PID by an ACT government agency		
Any other decisions or actions by ACT agencies or authorities not covered in this table (e.g. Action buses, public housing, processes at the Alexander Maconochie Centre (AMC), ACT land valuation processes, complaint-handling by ACT government agencies)		

More information is available at ombudsman.act.gov.au

Please note: This document is intended as a guide only. For this reason, the information should not be relied on as legal advice or regarded as a substitute for legal advice in individual cases. To the maximum extent permitted by the law, the ACT Ombudsman is not liable to you for any loss or damage suffered as a result of reliance on this document. For the most up-to-date versions of cited Acts, please refer to legislation.act.gov.au.