


Got a problem with an ACT or Australian Government Service?

- We will listen to your story
- We don't take sides
- Our services are free and confidential
- If we can't help, we'll find out who can



1800 060 789
ombudsman.act.gov.au

The ACT Ombudsman is also the Commonwealth Ombudsman.



You can make a complaint yourself, with help from someone else, or by asking someone else to do it for you.

It's a good idea to tell us you are Aboriginal or Torres Strait Islander so we can give you the best possible support.

You contact us to tell us your story

We check if we can help you

If we think **we can help** we'll ask you and the agency for information to work out if what happened was right or fair, and if we can fix any problems we find. We don't take sides, and will listen to you and the agency

If **we can't help** you, we'll find out who can

We'll then tell you what we are able to do about the problem

Artwork by Leah Brideson titled "Community Together"

