



Hon. Ros
BATES MP
MEMBER FOR MUDGEERABA



Have you got a problem with a government agency? Who can assist you?

- 1. Contact the agency first**
They won't know there is a problem if you don't tell them. Give them a chance to fix the problem. This is the fastest way to resolve a complaint.
- 2. Use the agency's complaints process**
Tell them what happened, why it's wrong and how you think it should be resolved.
- 3. If you are still unhappy, seek an external review**
The Queensland Ombudsman investigates complaints about Queensland government agencies, local councils, public universities and TAFE. Their service is free and confidential.

If they can't help you, they'll try and put you in touch with someone who can, such as the bodies here.



www.ombudsman.qld.gov.au

Phone: (07) 3005 7000

Interpreter: 131 450

Speak & Listen: 1300 555 727

Common external complaint handling bodies

Scams

Australian Competition and Consumer Commission
www.accc.gov.au | 1300 302 502

Banks, credit union, superannuation, financial services

Australian Financial Complaints Authority
www.afca.org.au | 1800 931 678

Commonwealth department or agency

Commonwealth Ombudsman
www.ombudsman.gov.au | 1300 362 072

Corruption and police misconduct

Crime and Corruption Commission
www.ccc.qld.gov.au | 1800 061 611

Energy and water supplied to a home or business

Energy and Water Ombudsman
www.ewoq.com.au | 1800 662 837

Payment of wages, dismissal, workplace disputes

Fairwork Ombudsman
www.fairwork.gov.au | 131 394

Land access disputes *(breaches of Conduct and Compensation Agreements or Make Good Agreements)*

Land Access Ombudsman
www.lao.org.au | 1800 717 550

Consumer issues with a solicitor, barrister or legal firm

Legal Services Commission
www.lsc.qld.gov.au | 1300 655 754

Product or service bought or rented from a business

Office of Fair Trading
www.fairtrading.qld.gov.au | 137 468

Health services

Office of the Health Ombudsman
www.oho.qld.gov.au | 133 646

Human rights and discrimination

Queensland Human Rights Commission
www.qhrc.qld.gov.au | 1300 130 670

Apprentices, trainees, students, employers

Queensland Training Ombudsman
trainingombudsman.qld.gov.au | 1800 773 048

Telephone or internet

Telecommunications Industry Ombudsman
www.tio.com.au | 1800 062 058