

Making a complaint to the Ombudsman



COMMONWEALTH
OMBUDSMAN

The Commonwealth Ombudsman investigates complaints about the administrative actions of Australian Government entities and prescribed private sector organisations.

How the Ombudsman can help you

If you think you have been unfairly treated, you can complain to the Ombudsman's office.

The type of complaints we investigate include:

- > **agencies**—responsible for services such as welfare and child support payments, federal health and transport services.
- > **services**—delivered by most private contractors for the Australian Government.
- > **freedom of information (FOI)**—including delays in processing FOI requests.
- > **Australian Federal Police (AFP)**—the actions of AFP members and about the policies, practices and procedures of the AFP as an agency.
- > **Defence**—complaints from serving and former members of the Australian Defence Force.
- > **postal industry**—Australia Post and private postal operators registered with the Postal Industry Ombudsman (PIO) scheme.
- > **private health insurance**—health fund members, health funds, private hospitals or medical practitioners. Complaints must be about a health insurance arrangement.
- > **overseas students**—problems that intending, current or former overseas students have with private schools, colleges and universities in Australia.
- > **Australian Capital Territory (ACT)**—the administrative actions of the ACT Government.

How to make a complaint

Contact the relevant agency's complaint-handling area first to try to solve the problem. If you are not satisfied with the agency's response, contact us.

What happens when you make a complaint with us?

We will consider your complaint carefully and as quickly as possible. We may ask you for more information, such as letters or other documents, or ask you to make your complaint in writing.





Contact us

By phone

Call **1300 362 072** between 9am and 5pm (AEDT) Monday to Friday.

Indigenous Line: **1800 060 789**

Online

Visit **www.ombudsman.gov.au**

In writing

GPO Box 442, Canberra ACT 2601

Services available to help you make a complaint

If you are a non-English speaking person, we can help through the Translating and Interpreting Service (TIS) on **131 450**. If you are hearing, sight or speech impaired, a TTY Service is available through the National Relay Service on **133 677**.

THE OMBUDSMAN'S SERVICES ARE FREE