

Commonwealth Ombudsman

The Commonwealth Ombudsman helps to ensure the actions and decisions of Australian Government agencies are fair and reasonable. We take complaints, conduct investigations, perform audits and inspections, make recommendations and encourage good administration. Our role is very broad. We take complaints about:

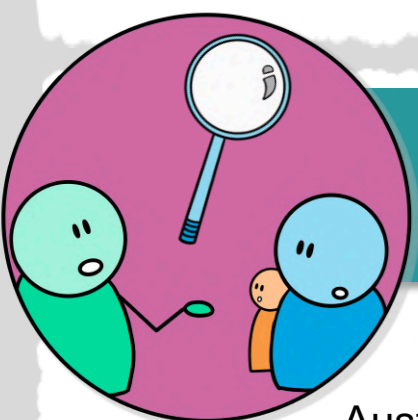
- almost all Commonwealth functions – such as income support, immigration, the National Disability Insurance Agency and many others
- private health insurance
- Australia Post and some other postal operators
- the Defence Force, including issues about abuse between Defence members
- Vocational Education and Training student loans
- private education providers for overseas students.

We also oversee the Commonwealth Public Interest Disclosure Act and inspect law enforcement and integrity agencies' use of certain covert, intrusive and coercive powers. However, we don't handle complaints about the Intelligence community or the tax office.



www.ombudsman.gov.au

1300 362 072



Taxation Ombudsman

We investigate your complaints about the Australian Taxation Office (ATO) or Tax Practitioners Board (TPB) and help you:

- Understand ATO/TPB decisions and actions
- Confirm whether appropriate information has been considered by the ATO/TPB in your matter
- Provide assurance as to whether appropriate policies and procedures were followed
- Follow up on delays

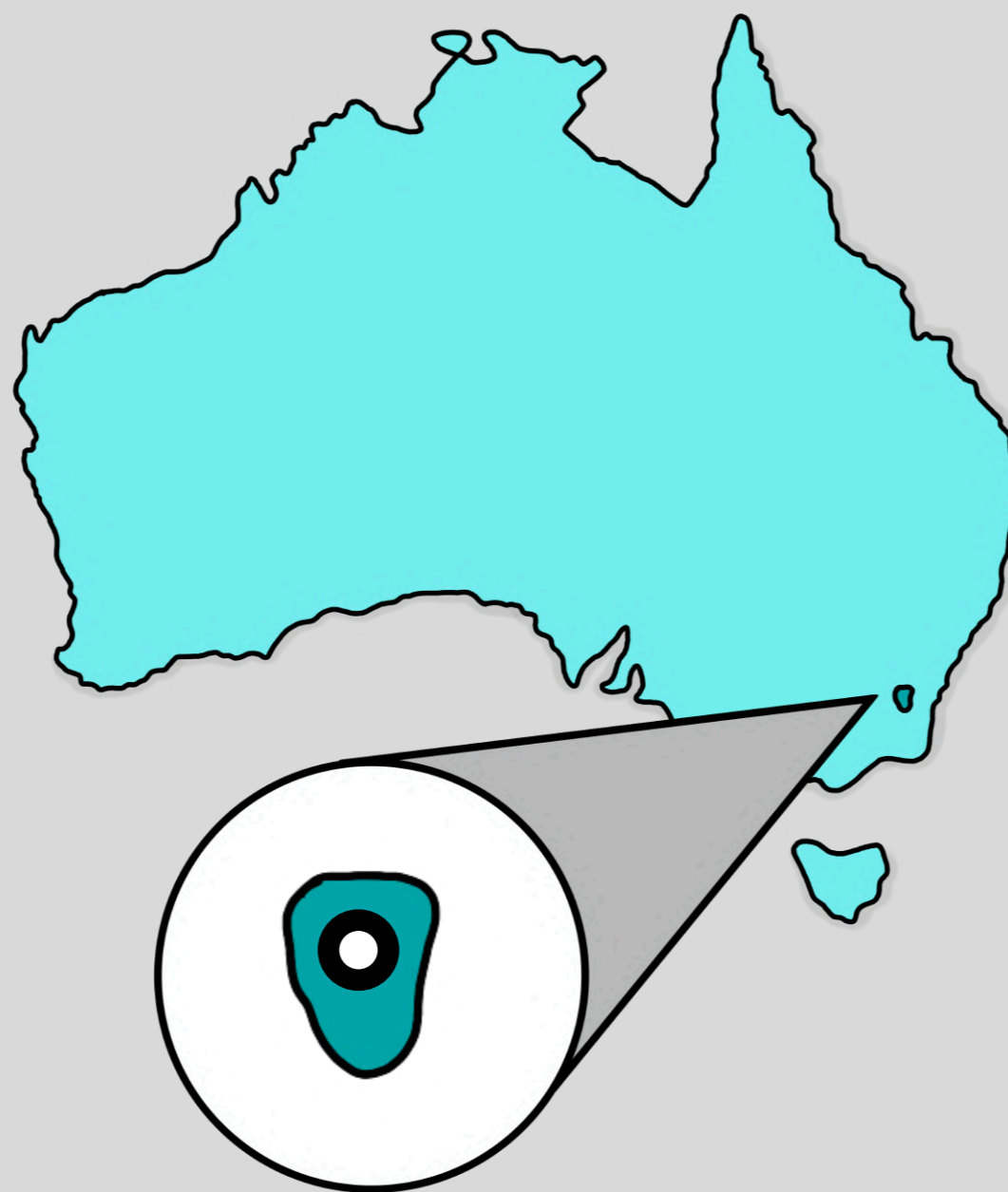


www.igt.gov.au

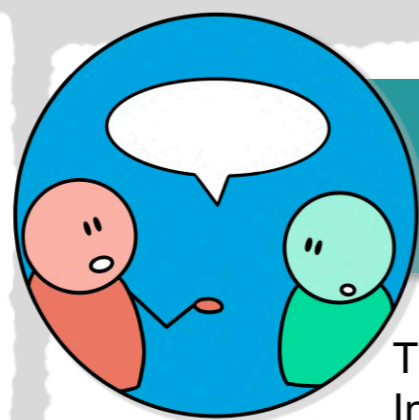
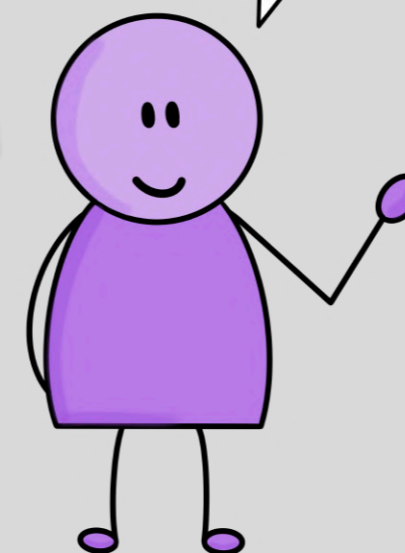
1300 448 829



Free, fair and independent dispute resolution in the Australian Capital Territory



Who to ask when you don't know where to start?



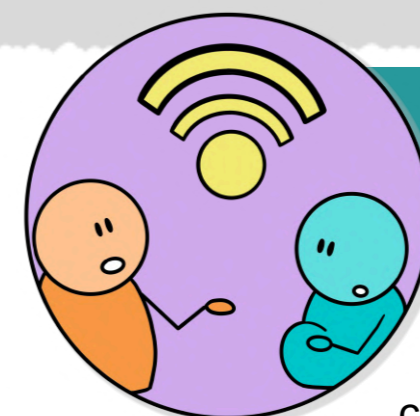
ACT Ombudsman

The ACT Ombudsman is also the Commonwealth Ombudsman. In our role as ACT Ombudsman we take complaints from members of the public about most areas of ACT public administration – like front line customer service, housing services and the operation of Canberra's prison. We also take complaints about ACT Police. In addition we oversee:

- The ACT Reportable Conduct Scheme, to deal with allegations of harm to children
- The ACT Freedom of Information Act
- The ACT Integrity Commission (as its Inspector).

www.ombudsman.act.gov.au

02 6276 3773



Telecommunications Industry Ombudsman

We provide a service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. Some of the phone and internet problems we can help with include:

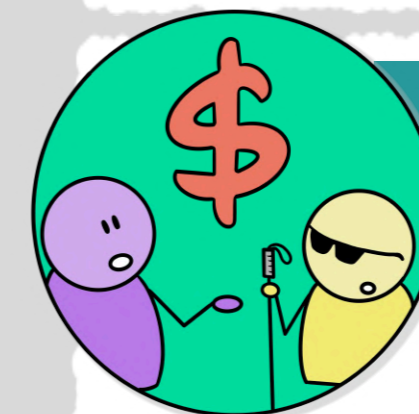
- Contracts and getting what was agreed to
- Incorrect bills or trouble paying
- Disconnections
- Faults and service difficulties
- Service connection issues



www.tio.com.au

tio@tio.com.au

1800 062 058



Australian Financial Complaints Authority

We can help individuals and small businesses to resolve complaints about a range of financial problems, including:

- Errors in banking transactions and credit listings
- Difficulty repaying loans, credit cards and short-term finance
- Denials of insurance claims (such as car, home and contents, pets, travel, income protection and trauma)
- Inappropriate investment advice
- A trustee's decision about the distribution of a superannuation benefit



www.afca.org.au

1800 931 678

