

## Commonwealth Ombudsman

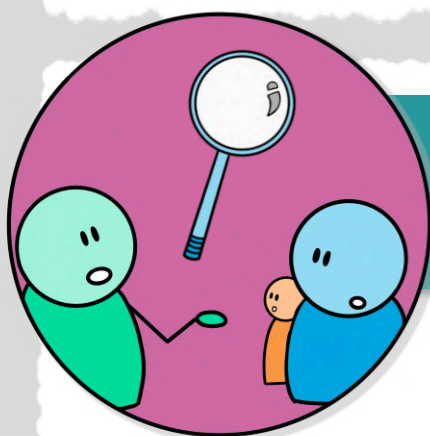
The Commonwealth Ombudsman helps to ensure the actions and decisions of Australian Government agencies are fair and reasonable. We take complaints, conduct investigations, perform audits and inspections, make recommendations and encourage good administration. Our role is very broad. We take complaints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

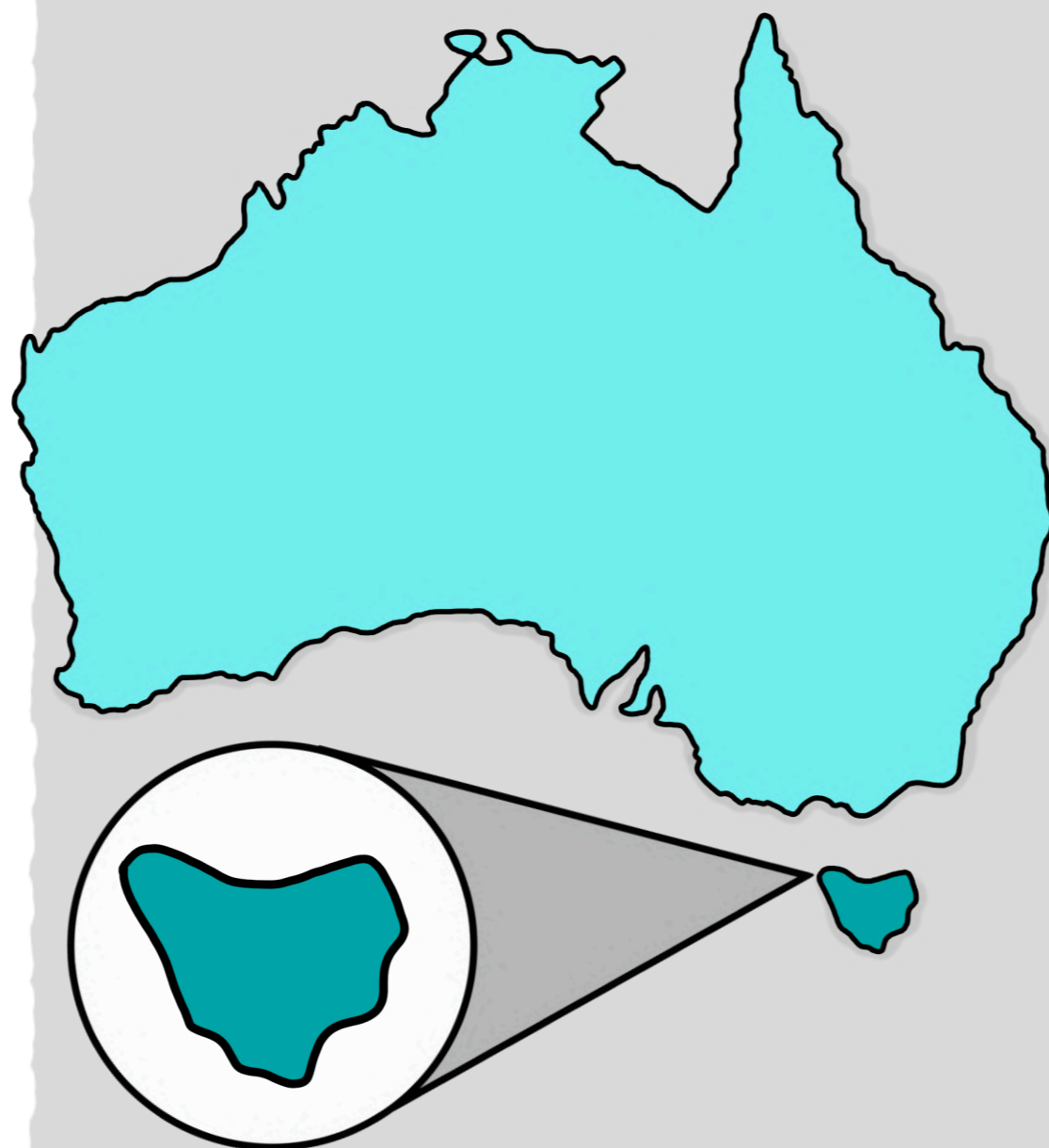
- Understand ATO/TPB decisions and actions
- Confirm whether appropriate information has been considered by the ATO/TPB in your matter
- Provide assurance as to whether appropriate policies and procedures were followed
- Follow up on delays



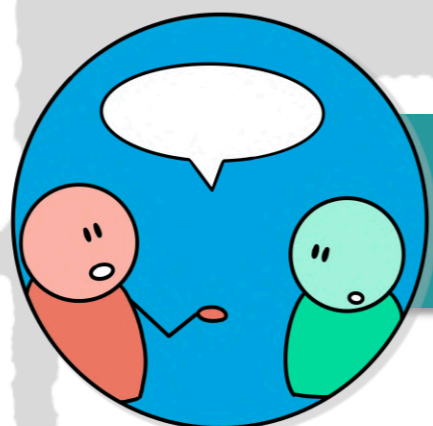
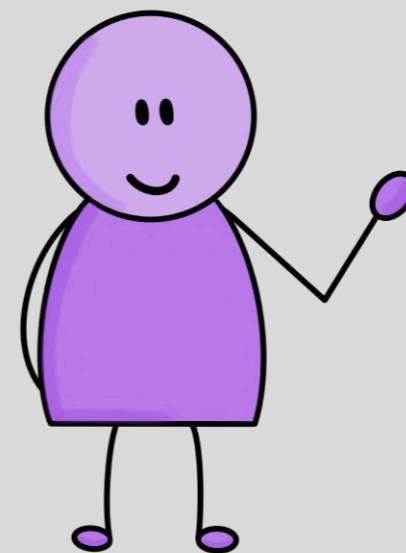
[www.igt.gov.au](http://www.igt.gov.au)  
1300 448 829



# Free, fair and independent dispute resolution in Tasmania



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

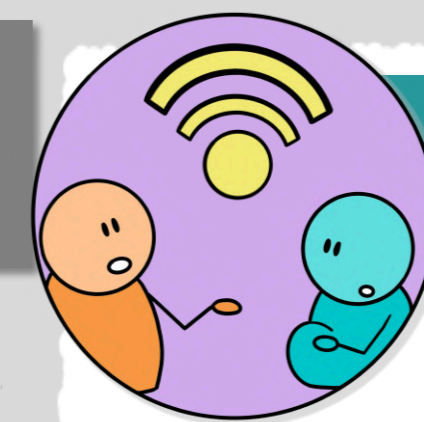


## Ombudsman Tasmania

You can contact our office if you have a complaint about Tasmanian state or local government administration. We act independently and don't take sides. We act in the public interest to resolve complaints and improve the standard of Tasmanian public administration. You can complain to us if you think you have been treated unfairly or unreasonably by a Tasmanian public authority. Some of the issues we look into include:

- The actions of Tasmanian government departments and agencies
- The provision of local government services
- The treatment and welfare of people in prison
- Administrative actions of state-owned businesses and Government Business Enterprises

[www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)  
[ombudsman@ombudsman.tas.gov.au](mailto:ombudsman@ombudsman.tas.gov.au)  
1800 001 170

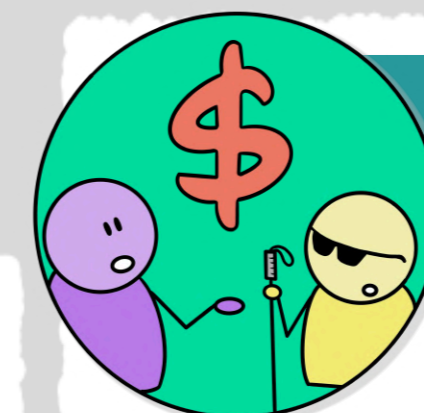


## Telecommunications Industry Ombudsman

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](http://www.tio.com.au)  
[tio@tio.com.au](mailto: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](http://www.afca.org.au)  
1800 931 678

