

Making a complaint to the **ACT Ombudsman**



The Ombudsman is an independent and impartial officer appointed to investigate complaints from individuals who have been unable to resolve problems with ACT Government agencies.

What the Ombudsman does

The Ombudsman:

- > has wide powers to investigate the actions and decisions of government agencies
- > tries to ensure that administrative action by government agencies is fair and accountable.

The Ombudsman encourages ACT Government agencies to provide fair, transparent and accessible complaint-management procedures.

How the Ombudsman can help you

The Ombudsman's services are free. The Ombudsman can investigate complaints about:

- > **agencies**—responsible for the administration of a wide range of government services.
- > **freedom of information (FOI)**—including delays in processing FOI requests and complaints about FOI charges.
- > **Australian Federal Police (AFP)**—the actions of ACT Policing and their policies, practices and procedures.

The Ombudsman is authorised to receive complaints from 'whistleblowers' under the *Public Interest Disclosure Act 2012* (ACT).

What we cannot do

The Ombudsman cannot investigate complaints about the actions of ACT Government ministers, Members of the Legislative Assembly or private individuals.

In the ACT, there are special commissioners authorised to deal with issues of the environment, health and disability services, services for children and young people and services for older people.

The Ombudsman cannot investigate decisions of courts and tribunals, public service employment or contracted services. We do not advocate or lobby on behalf of complainants, and we cannot provide legal advice.

How to make a complaint

Contact the complaint-handling area of the relevant ACT Government agency first to try to resolve the problem directly. If you are not satisfied with the response, contact us. We also accept anonymous complaints.



What happens when you make a complaint with us?

We will consider your complaint carefully and as quickly as possible. Many complaints are finalised quickly. Complex or formal investigations may take longer. We may ask you for more information, such as letters or other documents, or ask you to make your complaint in writing.

Investigations are carried out in private.

This means that we may not give you all the information provided by the agency you complain about, such as copies of letters or documents.

You can ask that your name not be given to the agency concerned, but this may make it difficult to deal effectively with your complaint.

We will give you the reasons for any of our decisions.



Contact us

Online

Visit **ombudsman.act.gov.au**

By phone

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

In writing

GPO Box 442, Canberra ACT 2601

Services available to help you make a complaint

If English is not your first language and you would like some help, we can assist by contacting the Translating and Interpreting Service (TIS) on **131 450**. If you have a hearing, sight or speech impairment, a TTY service is available through the National Relay Service on **133 677**.

THE OMBUDSMAN'S SERVICES ARE FREE