

## 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:

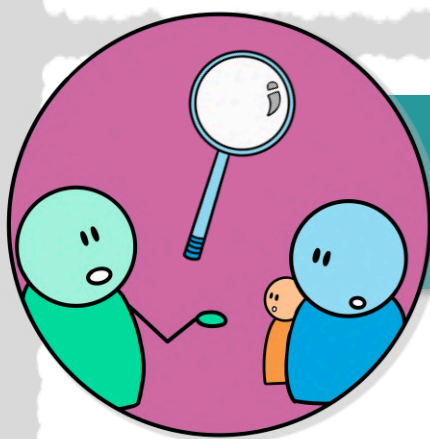
- almost all Commonwealth functions – such as income support, immigration, the National Disability Insurance Agency and many others
- private health insurance
- the Australian Post Office, and some other postal operators
- the Defence Force, including issues about abuse between Defence members
- Vocational 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

COMMONWEALTH  
**OMBUDSMAN**




## Inspector-General & Taxation Ombudsman

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

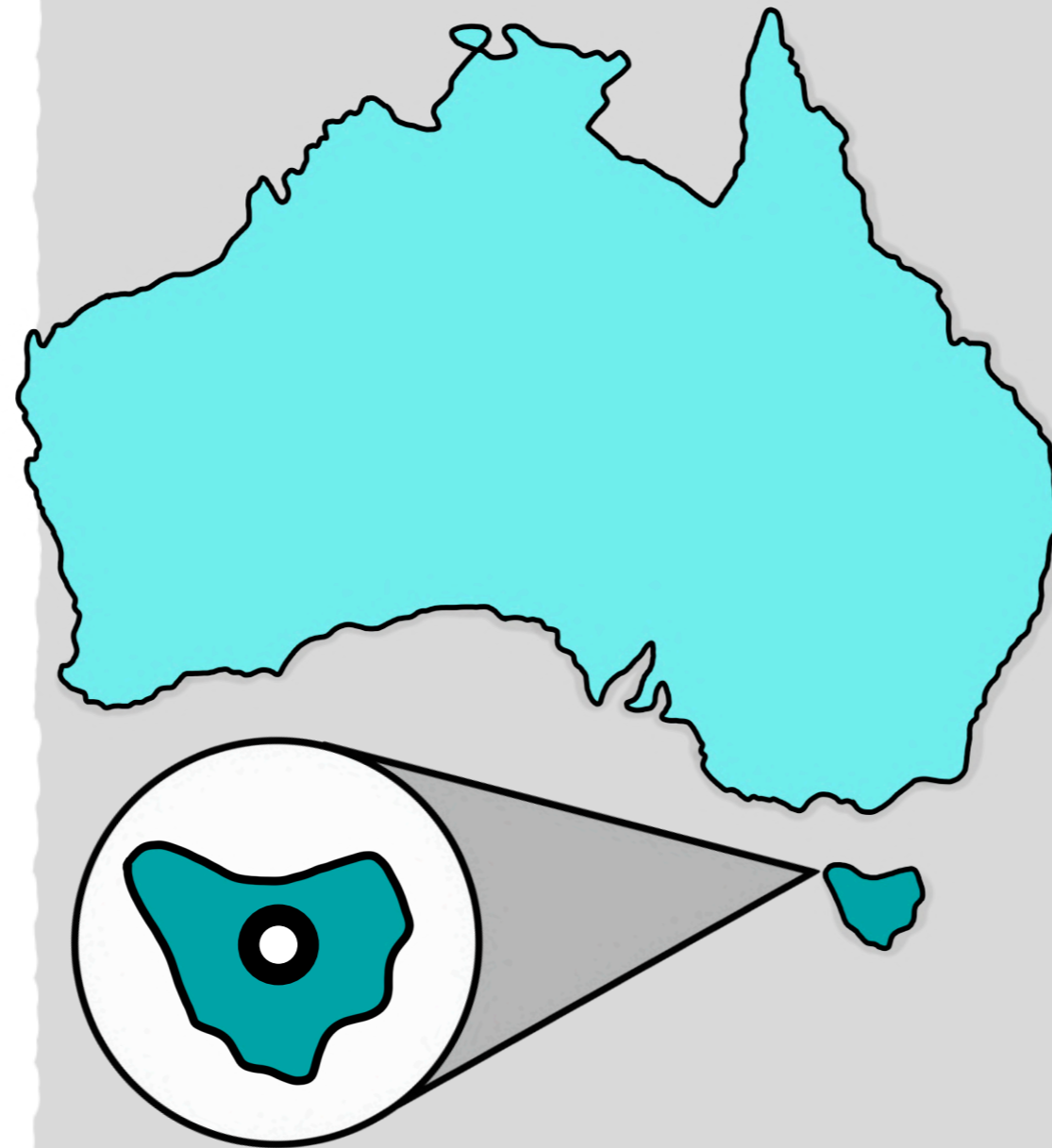
- Clarify ATO/TPB decisions and actions
- Confirm whether relevant information has been considered by the ATO/TPB in your matter
- Provide assurance as to whether appropriate policies and procedures were followed
- Follow up on delays



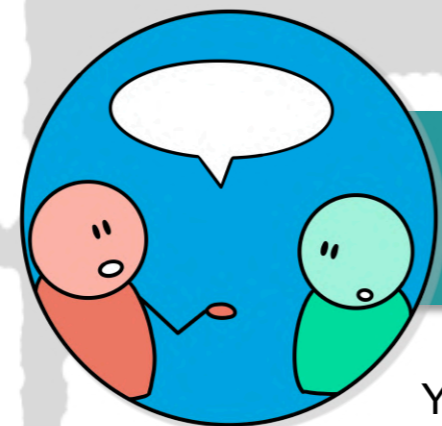
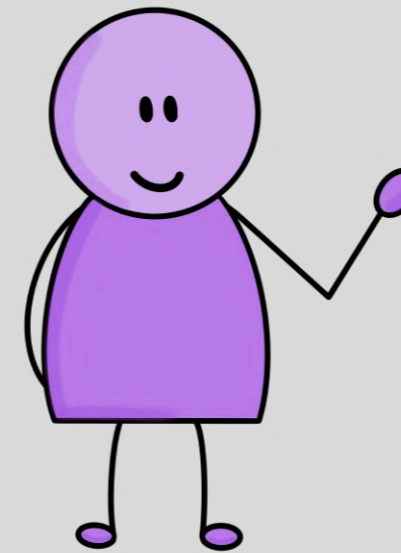
[www.igt.gov.au](http://www.igt.gov.au)  
1300 448 829

 Australian Government  
Inspector-General of Taxation  
Taxation Ombudsman

# Free, fair and independent dispute resolution in Tasmania



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



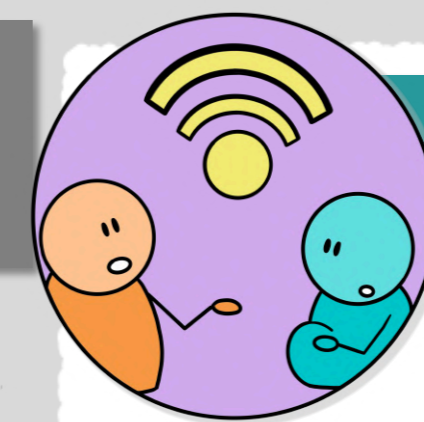
## Ombudsman Tasmania

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

 OMBUDSMAN  
TASMANIA



## Telecommunications Industry Ombudsman

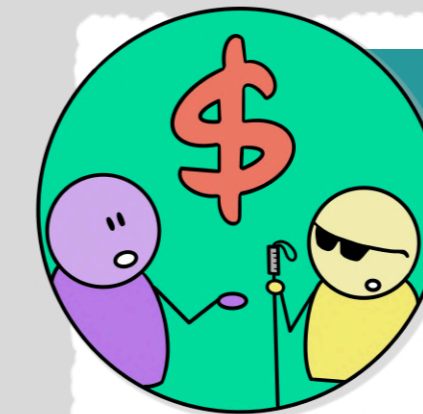
We provide a service for residential consumers and small businesses who have an unresolved complaint about their phone or internet service. Some of the phone and internet problems we can help with include:

- 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

 Telecommunications  
Industry  
Ombudsman



## Australian Financial Complaints Authority

We can consider 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

 afca  
Australian Financial  
Complaints Authority

## Complaint Line

Is your complaint about something else? Check Complaint Line.

[www.complaintline.com.au](http://www.complaintline.com.au)

 Complaint  
LINE