

# Complaint Services

Before contacting these organisations try resolving the matter first with your service provider

## About COTA (ACT)

COTA is the peak organisation concerned with all ageing issues. It is an independent, non-party political and non-religious organisation working to protect and promote the well-being, rights and interests of all older people in the ACT irrespective of socio-economic, ethnic, religious or cultural background.

COTA (ACT) is a member of the Australia wide organisation COTA Australia, through which it contributes to the development of national policies and agendas.

COTA talks to Governments, the media and the community about topics concerning older people in the ACT. We make regular submissions to government on current issues affecting older people.

As a member of several ACT government standing committees, 'round tables' and departmental groups, COTA has ongoing input into the advice going to government.

COTA also provides a range of services for Canberra citizens.

Become a member of COTA (ACT) and Belong, Benefit and Be Heard.

COTA (ACT) is a people before profit organisation with over two thousand individual members. Becoming a member both increases the effectiveness of COTA and provides information and direct benefits for you. Please contact COTA for more information on membership. Call 1300 1400 50 or visit [www.cotamembership.org.au](http://www.cotamembership.org.au).

## Contact Us

Council on the Ageing (ACT)  
Hughes Community Centre  
Wisdom Street  
HUGHES ACT 2605

PHONE: (02) 6282 3777  
EMAIL: [contact@cota-act.org.au](mailto:contact@cota-act.org.au)  
WEB: [www.cota-act.org.au](http://www.cota-act.org.au)



## About This Brochure

This brochure is one in a series of topic specific service listings extracted from COTA (ACT)'s Directory of Services for the Ageing. The directory can be obtained at [www.cota-act.org.au](http://www.cota-act.org.au) or by contacting the COTA office.

Other brochures include:

- Learning Opportunities
- High Care Accommodation
- Respite Accommodation
- Ageing in Place Accommodation
- Low Care Accommodation
- Retirement and Self Care Accommodation
- Dementia Specific Accommodation
- Palliative Care and Accommodation
- Crisis Accommodation
- Respite Services
- Help Lines
- Transport
- Services for the Ageing
- Carer Services
- Dementia Services
- Hearing Services
- Women's Groups
- Senior's Groups and Activities



Produced with assistance from ACT Health

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Published: 12 December 2012



### **ACT Law Society**

Third Floor, 11 London Circuit, CANBERRA CITY ACT 2601

**P:** 6247 5700  
**E:** mail@actlawsociety.asn.au  
**W:** www.actlawsociety.asn.au

### **ActewAGL - Electricity or Gas**

**P:** 6248 3519

### **ActewAGL - Water and Sewerage**

**P:** 6248 3555

### **ACTPLA**

Dame Pattie Menzies Building, 16 Challis Street, DICKSON ACT 2601

**P:** 6207 1923  
**W:** www.actpla.act.gov.au

### **Age Discrimination - ACT Human Rights Commission**

**P:** 6205 2222  
**E:** human.rights@act.gov.au  
**W:** www.hrc.act.gov.au

### **Aged Care Complaints Investigation Scheme**

Department of Health and Ageing, MDP 42 GPO Box 9848, CANBERRA ACT 2601

**P:** 1800 550 552  
**E:** cis.act@health.gov.au  
**W:** www.health.gov.au/oacqc

### **Australian Competition & Consumer Commission**

23 Marcus Clarke Street, CANBERRA CITY ACT 2601

**P:** 1300 302 502  
**W:** www.accc.gov.au

### **Australian Securities and Investment Commission (ASIC) InfoLine**

**P:** 1300 300 630

### **Centrelink Complaints**

**P:** 1800 132 468

### **Commonwealth and ACT Ombudsman**

Level 5 Childers Square, 14 Childers Street, CANBERRA CITY ACT 2601

**P:** 1300 362 072  
**E:** ombudsman@ombudsman.gov.au  
**W:** www.ombudsman.act.gov.au

### **Complaints Resolution and Referral Service (CRRS)**

Locked Bag 2705, STRAWBERRY HILLS NSW 2012

**P:** 1800 880 052  
**E:** crrs@pwd.org.au  
**W:** www.crrs.org.au

### **Disability and Community Services Commissioner**

Level 4, 12 Moore Street, CANBERRA CITY ACT 2601

**P:** 6205 2222  
**E:** human.rights@act.gov.au  
**W:** www.hrc.act.gov.au

### **Financial Industry Complaints Service (FICS)**

**P:** 1300 780 808  
**E:** info@fos.org.au  
**W:** www.fics.asn.au

### **Health Care Complaints Commission**

**P:** 1800 043 159  
**E:** hccc@hccc.nsw.gov.au  
**W:** www.hccc.nsw.gov.au

### **Health Services Complaints Commissioner**

Level 4, 12 Moore Street, CANBERRA CITY ACT 2601

**P:** 6205 2222  
**W:** www.hrc.act.gov.au

### **Human Rights and Equal Opportunity Complaints**

**P:** 1300 656 419  
**E:** complaintsinfo@humanrights.gov.au  
**W:** www.hreoc.gov.au

### **Superannuation Complaints Tribunal**

Locked Bag 3060, GPO MELBOURNE VIC 3001

**P:** 1300 884 114  
**E:** info@sct.gov.au  
**W:** www.sct.gov.au

### **Taxi Complaints and Feedback**

Macarthur House, 12 Wattle Street, LYNEHAM ACT 2602

**P:** 6205 4585  
**E:** taxiservices@act.gov.au

### **Telecommunications Industry Ombudsman**

**P:** 1800 062 058  
**E:** tio@tio.com.au  
**W:** www.tio.com.au

### **The Financial Ombudsman Service**

**P:** 1300 780 808  
**W:** www.abio.org.au

### **Wheelchair Accessible Taxi Complaints**

**P:** 6205 4585  
**E:** taxiservices@act.gov.au  
**W:** www.tams.act.gov.au/move/public\_transport