

Complaint agencies and dispute resolution services for NSW customers

Australian Financial Complaints Authority	Dispute resolution for financial complaints including insurance, banking, superannuation, loans and investments and financial advice	☎ Freecall 1800 931 678 ➤ Website afca.org.au
Anti-Discrimination Board	Administers anti-discrimination laws and handles complaints under the <i>Anti-Discrimination Act 1977 (NSW)</i>	☎ Freecall 1800 670 812 ➤ Website antidiscrimination.justice.nsw.gov.au
Australian Communications and Media Authority	Ensures Australian's media and communication legislation and codes of practice operates in the public interest	☎ Phone 1300 850 115 ➤ Website acma.gov.au
Commonwealth Ombudsman	For complaints about federal government agencies, including Defence Force, immigration, law enforcement, taxation and postal industry	☎ Phone 1300 362 072 ➤ Website ombudsman.gov.au
Community Justice Centres	Provide free mediation and conflict management services to help people resolve disputes	☎ Freecall 1800 990 777 ➤ Website cjc.justice.nsw.gov.au
Complaints Resolution and Referral Service	For people with disability who are users of Australian Government funded Disability Employment Services or Disability Advocacy services	☎ Freecall 1800 880 052 ➤ Website jobaccess.gov.au/complaints/crrs
NSW Civil & Administrative Tribunal	For problems with strata, tenancy, landlords, social housing, boarding houses, guardianship, residential parks, retirement villages and retail leases	☎ Freecall 1300 006 228 ➤ Website ncat.nsw.gov.au
Energy & Water Ombudsman NSW (EWON)	For complaints about all electricity and gas providers in NSW and some water providers	☎ Freecall 1800 246 545 ➤ Website ewon.com.au
Fair Work Ombudsman	For complaints about employers and information and advice about your workplace rights and obligations	☎ Freecall 13 13 94 ➤ Website fairwork.gov.au
Health Care Complaints Commission	For complaints about health service providers in NSW	☎ Freecall 1800 043 159 ➤ Website hccc.nsw.gov.au
Housing Appeals Committee	Reviews decisions of social housing providers	☎ Freecall 1800 629 794 ➤ Website hac.nsw.gov.au
Human Rights Commission	Investigates and resolve complaints of discrimination, harassment and bullying based on a person's gender, disability, race or age	☎ Phone 1300 656 419 ➤ Website humanrights.gov.au
Independent Commission Against Corruption	Investigates and exposes corrupt conduct in the NSW public sector	☎ Freecall 1800 463 909 ➤ Website icac.nsw.gov.au
Judicial Commission of NSW	For complaints about judicial officers	☎ Freecall 9299 4421 ➤ Website judcom.nsw.gov.au
Law Enforcement Conduct Commission	For complaints about NSW Police Force or NSW Crime Commission misconduct or maladministration	☎ Freecall 1800 657 079 ➤ Website lecc.nsw.gov.au
NSW Ombudsman	For complaints about NSW Government agencies	☎ Freecall 1800 451 524 ➤ Website ombo.nsw.gov.au
Office of Fair Trading	Manages consumer laws and looks after the rights of consumers	☎ Freecall 13 32 20 ➤ Website fairtrading.nsw.gov.au
Office of Industrial Relations	Aims to achieve fairness and equity for all at work in NSW	☎ Freecall 131 628 ➤ Website industrialrelations.nsw.gov.au
Office of the Legal Services Commissioner	For complaints about solicitors and barristers	☎ Freecall 1800 242 958 ➤ Website www.olsc.nsw.gov.au
Information and Privacy Commissioner NSW	Administers NSW legislation dealing with privacy and access to government information	☎ Freecall 1800 472 679 ➤ Website ipc.nsw.gov.au
Office of the Australian Information Commissioner	For complaints about the handling of personal information by private sector organisation, non-government organisation or Federal Government agency	☎ Freecall 1300 363 992 ➤ Website oaic.gov.au
Private Health Insurance Ombudsman	Protects the interests of private health insurance consumers	☎ Freecall 1300 737 299 ➤ Website privatehealth.gov.au
Telecommunications Industry Ombudsman	For complaints about mobile, telephone and internet service providers	☎ Freecall 1800 062 058 ➤ Website tio.com.au