

Complaint and Dispute Resolution Bodies

Victorian

[Accident Compensation Conciliation Service](#)

Provides an independent service to resolve workers compensation disputes in Victoria.

[Australian Health Practitioner Regulation Agency](#)

National statutory authority established to protect the community and guide the medical profession. The board registers doctors and investigates complaints about doctors.

[Consumer Affairs Victoria](#)

Promotes consumer protection and ethical trading and ensures that consumer protection laws are properly enforced.

[Disability Services Commissioner](#)

Resolves complaints made by or on behalf of people who receive disability services about their providers.

[Dispute Settlement Centre of Victoria](#)

Provides an informal, impartial, accessible, low cost dispute resolution service to the Victorian community.

[Energy and Water Ombudsman \(Victoria\)](#)

Investigates and resolves disputes between Victorian electricity, gas and water customers and their providers.

[Freedom of Information Commissioner](#)

Deals with complaints about freedom of information.

[Health Complaints Commissioner](#)

Deals with problems with a health service or concerns about health privacy.

[Independent Broad-based Anti-Corruption Commission](#)

Deals with complaints about serious corrupt conduct in the public sector.

[Legal Services Commissioner](#)

Responsible for receiving and investigating complaints about lawyers.

[Mental Health Complaints Commissioner](#)

Deals with complaints about Victorian public mental health services.

[Office of the Public Advocate](#)

Represents the interests of Victorian people with disabilities.

[Privacy Victoria](#)

The key body regulating the way Victorian government agencies and local councils collect and handle personal information.

[Public Transport Ombudsman](#)

The Public Transport Ombudsman deals with complaints about Victorian public transport that members of the community have been unable to resolve directly with the public transport operators.

[Tolling Customer Ombudsman \(TCO\)](#)

Provides a free and independent alternative dispute resolution process for customers of Breeze, CityLink, EastLink, Hills M2, Road and Roam Express tolling businesses.

[Victorian Equal Opportunity and Human Rights Commission](#)

Responsible for eliminating discrimination in Victoria. Offers information, education and consultancy services, conducts research and provides legal and policy advice.

[Worksafe Victoria](#)

Responds to complaints/disputes escalated from the WorkCover Agents and the self-insured employers.

[Victorian Inspectorate](#)

The Victorian Inspectorate operates under the Victorian Inspectorate Act 2011 and is a key oversight body in Victoria's new integrity system. The Inspectorate has power to receive and investigate certain complaints made to it about:

- the IBAC
- the Chief Examiner and Examiners
- the Victorian Ombudsman and Ombudsman officers
- the Auditor General and VAGO officers

Federal

[Australian Financial Complaints Authority](#)

Dispute resolution processes cover; financial services, disputes including banking, credit, loans, general insurance, life insurance,

financial planning, investments, stock broking, managed funds and pooled superannuation trusts.

[Fair Work Ombudsman](#)

The role of the Fair Work Ombudsman is to work with employees, employers, contractors and the community to promote harmonious, productive and cooperative workplaces. The Fair Work Ombudsman investigates workplace complaints and enforces compliance with Australia's workplace laws.

[Private Health Insurance Ombudsman](#)

Provides private health insurance members with an independent service for health insurance problems and enquiries.

[Telecommunications Industry Ombudsman](#)

Dispute resolution scheme for residential and small business consumers in Australia who have a complaint about their telephone or internet service.

Police

[Independent Broad-based Anti-Corruption Commission \(IBAC\)](#)

IBAC dealt with complaints against police as well as conducting investigations. Following new legislation in 2012, this role was

transferred from the Office of Police Integrity. At the time of writing, that transition is underway.

[Ethical Standards Department - Victoria Police](#)

Responsible for enhancing and further promoting a culture of high ethical standards throughout Victoria Police through the effective prevention, deterrence and investigation of unethical behaviour.

Courts and tribunals

[County Court of Victoria](#)

[Magistrates Court of Victoria](#)

[Supreme Court of Victoria](#)

[Victorian Civil and Administrative Tribunal \(VCAT\)](#)

Commonwealth and interstate Ombudsman offices

[ACT Ombudsman](#)

The Australian Capital Territory Ombudsman has the power to investigate the administrative actions and decisions of Australian Capital Territory Government agencies.

[Commonwealth Ombudsman](#)

The Commonwealth Ombudsman can investigate complaints about the administrative actions of Australian Government departments and agencies.

[NSW Ombudsman](#)

New South Wales Ombudsman handle complaints that fall within: public sector agencies; local government; the police; community

services; workplace child protection; correctional centres; freedom of information; protected disclosures.

[Northern Territory Ombudsman](#)

The Ombudsman investigates complaints about Northern Territory government departments and statutory authorities.

[Queensland Ombudsman](#)

The Queensland Ombudsman's Office role is to make sure that Queensland public agencies (state government departments and bodies, and local councils) act fairly and make the right decisions.

[Ombudsman South Australia](#)

The South Australian Ombudsman can assist you with your complaint about the administrative actions of a State government agency or authority, or local government council, and review government agencies' decisions about Freedom of Information.

[Ombudsman Tasmania](#)

The Tasmanian Ombudsman's function is to enquire into and investigate complaints about the administrative actions of Tasmanian Government Departments, Local Government Councils and a range of public authorities.

[Ombudsman Western Australian](#)

The Ombudsman is an independent and impartial person whose office investigates complaints about Western Australian Government agencies, statutory authorities, local governments and public universities.