

National consumer protection agencies

Australian Competition and Consumer Commission (ACCC)

The ACCC has national responsibilities for competition, fair trading and consumer protection. The ACCC can provide information about your consumer rights and can investigate complaints about breaches of these rights.

1300 302 502 acc.gov.au

Australian Securities and Investments Commission (ASIC)

ASIC deals with complaints relating to a financial product or service, such as banking, investment, credit or insurance.

1300 300 630 asic.gov.au

Complaints about government agencies – including consumer protection agencies

Commonwealth Ombudsman

If you believe that a federal government agency has treated you unfairly or unreasonably, contact the Commonwealth Ombudsman.

1300 362 072 ombudsman.gov.au

ACT Ombudsman

If your complaint is about an ACT government agency, contact the ACT Ombudsman.

1300 362 072 ombudsman.act.gov.au

ACT Human Rights Commission

If your complaint is about discrimination or about a health or disability service, a service for older people, or a service for children and young people, contact the Human Rights Commission.

(02) 6205 2222 www.hrc.act.gov.au

Contact the Office of Regulatory Services



www.ors.act.gov.au



(02) 6207 3000



Office location: 255 Canberra Avenue, Fyshwick ACT 2609

3rd Floor, Callam Offices, Easty St, Woden ACT 2606

Postal address: GPO Box 158 Canberra City ACT 2601

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Dispute with a business? A consumer guide to finding help



About this guide

This guide will help you find assistance when you are in dispute with a business.

Your rights when you buy, hire or lease goods, or pay for services, are set out by the Australian Consumer Law.

This fair trading law applies nationally and in all Australian states and territories from 1 January 2011. For more information about the law, visit consumerlaw.gov.au.

Office of Regulatory Services

We enforce the Australian Consumer Law in the ACT. We can:

- deal with complaints about a business
- provide information to help you before you buy
- refer you to other services for assistance, including another state, territory or national consumer agency.

We can also help you resolve disputes about:

- building and renovating
- buying and selling property
- fitness services
- licensed premises
- motor vehicles
- owners corporation issues
- product safety
- retirement villages
- scams
- security services
- shopping
- smoking in enclosed public places and outdoor cafés

Our contact details are on the back of this brochure.

These organisations can also help you resolve a dispute:

Consumer Law Centre of the ACT

A free legal service providing advice on consumer issues to people on low to moderate incomes
(02) 6257 1788 www.carefcs.org

Welfare Rights & Legal Centre

Provides free legal advice at Tuesday evening appointments to individuals and community groups
(02) 6247 2177 www.welfarerightsact.org

Electricity, gas and water

ACT Civil & Administrative Tribunal

Among its other functions, the ACAT can handle complaints about misconduct or poor service by a utility or complaints about hardship likely to be caused by disconnection of a utility.
(02) 6207 7740 www.acat.act.gov.au

Independent Competition and Regulatory Commission

Licenses utility service providers and approves industry codes including the Consumer Protection Code which sets out basic rights of customers, consumers, and utilities.
(02) 6205 0799 www.icrc.act.gov.au

Financial services – banking, credit and insurance

Your lender is likely to be a member of either:

Financial Ombudsman Service

1300 780 808 fos.org.au

Credit Ombudsman Service Limited

1800 138 422 cosl.com.au

If your lender is a member, you can get free and independent help to resolve your dispute.

Care Inc Financial Counselling Service

A community organisation set up to ensure low income consumers are treated fairly.
(02) 6257 1788 www.carefcs.org

Food safety

Health Protection Service, ACT Health

Manages food safety issues within the ACT.
(02) 6205 1700 www.health.act.gov.au

Health services

Office of the Health Services Commissioner, Human Rights Commission

(02) 6205 2222 www.hrc.act.gov.au

Internet and telecommunications

Telecommunications Industry

Ombudsman

1800 062 058 tio.com.au

Legal services

ACT Law Society

Can help you if you have a dispute with a legal practitioner
(02) 6247 5700 www.actlawsociety.asn.au

Postal services

Commonwealth Ombudsman

1300 362 072 pio.gov.au

Privacy

Office of the Australian Information Commissioner

1300 363 992 oaic.gov.au

Product safety

Australian Competition and Consumer Commission
productsafety.gov.au

Scams

Australian Competition and Consumer Commission

1300 795 995 scamwatch.gov.au

Telemarketing

The Do Not Call Register

1300 792 958 donotcall.gov.au

Weights and measures

National Measurement Institute

1300 686 664 measurement.gov.au