



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications, Sport and the Arts

Complaints fact sheet

October 2025

Who we are

Our work connects and enriches every Australian community, underpins our economy and society, and empowers our regions. The department provides policy advice and delivers programs, projects and services in the infrastructure, transport, communications, sport and arts sectors, supporting our regions and territories.

Complaints we can receive

You can complain to us about services we provide, actions taken our staff, or activities where we have had direct involvement.

Before you lodge your complaint, you should check whether the issues(s) would be better investigated under a formal scheme. Some are listed below.

Child safety complaints

Child safety and wellbeing information, including how to submit a child safety-related complaint, can be found at our [Child Safety Resources](#) page.

Public Interest Disclosures (PID)

Public officials are able to submit a PID if they suspect serious wrongdoing within the department. Visit our [Public Interest Disclosure](#) page for more information.

Privacy

Our [privacy page](#) provides information on how to make a privacy complaint or how to access or correct your personal information.

Compensation for Detriment caused by Defective Administration (CDDA)

If you believe you have experienced detriment as a result of a defective action or inaction from our department, you may seek compensation under the CDDA Scheme. More information can be found on our [CDDA page](#).

Procurement

Further information on how to submit a procurement related complaint can be found at [Procurement complaints](#).

If you have an enquiry about services provided by another federal, state or territory government, please contact the responsible agency or Minister.

Making a complaint

How to submit a complaint

The department has three channels you can submit a complaint:

Online: Online form	Telephone (during business hours): (02) 6136 7111 or toll free on 1800 075 001	Post: Director Governance Team Department of Infrastructure, Transport, Regional Development, Sport and Communications GPO Box 594 CANBERRA ACT 2601
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Making an anonymous complaint

The department will generally consider anonymous complaints; however, it may not be possible to properly investigate or respond.

After making a complaint

What you can expect

We are committed to providing a service that is fair, transparent, timely, respectful and effective. Staff will:

- keep the matter confidential and only share information with those who need to know
- give you an opportunity to provide supporting information
- keep you informed of progress made
- take all practicable steps to resolve your complaint
- outline the process to seek a review of the department's response to your complaint.

Response time

The department aims to resolve your enquiry as quickly as possible. Complaints will be acknowledged within two (2) working days and responded to within thirty (30) days from your submitted complaint.

The relevant handling team will notify you if we require additional time to resolve your complaint.

If you're not happy with the outcome

You can ask for a review if you disagree with the outcome of a complaint or believe that the complaint procedure may have been unfair. You can ask for a review during a discussion with a staff member or put it in writing. It is important you clearly identify the original complaint and state the reason for the review. If you're still not happy with the outcome of a complaint you can contact the [Commonwealth Ombudsman](#) through its website.

How personal information is protected

Your privacy will be protected under the [Commonwealth Privacy Act 1988](#).

The information you provide is used to improve and maintain our services and/or investigate and respond to your feedback. It will not be used or disclosed to third parties unless you provide your consent, or we are required or authorised by law to do so. Your personal information will be stored in accordance with the [Australian Privacy Principles](#).

Accessibility

Translating or interpreting services

Phone 131 450 (within Australia) or +613 9268 8332 (outside Australia) during the above hours for help with English from Translating and Interpreting Service National. You can get support for more than 120 languages and dialects.

National Relay Service

If you are deaf, hard of hearing and/or have speech communication difficulty, you can contact us through the National Relay Service (NRS). For information about the NRS and other communication options, visit [Access Hub](#). For help making relay calls, contact the [National Relay Service Helpdesk](#).