



Australian Human Rights Commission Complaint Information Service • Investigation and Conciliation Service

Charter of Service

What we do

The Australian Human Rights Commission is Australia's national independent human rights body.

One of our main functions is to inquire into and conciliate complaints made under federal human rights and discrimination law. As part of this function we provide a national Complaint Information Service which provides information about the law and the complaint process. We also provide a national Investigation and Conciliation Service which aims to help people resolve their disputes quickly and effectively.

Our service commitment

We aim to provide a service that is:

- professional;
- accessible;
- fair; and
- timely.

In providing our service you can expect us to:

- treat you with respect and courtesy;
- provide you with clear and accurate information;
- collect, store, use and disclose your personal information in accordance with Australian law;
- keep those involved in a complaint informed about the progress of the complaint;
- provide a flexible service that is responsive to individual needs;
- be impartial and fair to everyone involved;
- progress enquiries and complaints in a timely manner; and
- provide reasons for our decisions.

Please note that our service is unable to:

- provide legal advice;
- advocate for a particular person or organisation;
- investigate matters that are not covered by federal human rights and discrimination law; or
- review or investigate the decisions of courts and tribunals.

How you can help us

To assist us provide the best possible service, it is expected that people using the Complaint Information Service and the Investigation and Conciliation Service will:

- treat Commission staff with respect and courtesy;
- tell us if they have any special requirements to access the service such as a need for an interpreter or for information to be provided in an alternative format;
- keep us informed about any changes to their circumstances or contact details;
- read the information we provide;
- respond to our requests for information in a timely manner and as accurately as possible;
- keep appointments or give sufficient notice if they cannot attend; and
- comply with reasonable requests during the process.

Compliments and general suggestions for improvement

We are committed to continual improvement of our service and we value your feedback.

Please let us know if you think we have provided you with a good service or if you have any suggestions on how the service may be improved. You can do this by participating in our Service Satisfaction Survey or by sending your feedback directly to the officer who dealt with your enquiry or complaint.

Raising concerns about our service

If you are unhappy with an aspect of our service, it would be helpful if you first raise the issue with the staff member who has been dealing with the enquiry or complaint. If this is not appropriate or has not addressed your concerns, you can ask to speak with that person's supervisor. Our staff will do their best to resolve your concerns.

If you are still not satisfied with the response you receive, you can make a complaint in writing to the:

Executive Director
Australian Human Rights Commission
GPO Box 5218
Sydney NSW 2001

Please note that the Executive Director cannot investigate complaints about decisions made under the law by the President or the President's Delegate.

Our contact information

Postal address:	Street address:
GPO Box 5218	Level 3, 175 Pitt Street
SYDNEY NSW 2001	SYDNEY NSW 2000

Telephone: (02) 9284 9600 or 1300 369 711
Fax: (02) 9284 9611
TTY: 1800 620 241

Complaints Infoline: 1300 656 419
Email: complaintsinfo@humanrights.gov.au
Complaints Information Homepage:
www.humanrights.gov.au/complaints_information/index.html