

# Client and other services charter 2026-2029

## Our promise to you

### We will



- **listen** to you, **help** you and treat you **fairly**



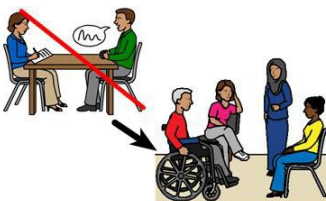
- work with you and others to **solve problems**



- tell you about **other places** that can help



- make it **easy** for you to talk to us



- **change** the way we help you if you need us to



- keep what you tell us **private**, and ask you if you want us to tell others



- **respect** your culture, religion, language and human rights



- **do** what we say we will do and tell you why.



## To give us **feedback**



Call us Monday to Friday  
from 9.00am until 5.00pm  
**Ph 02 6205 2222**



Email us  
[human.rights@act.gov.au](mailto:human.rights@act.gov.au)



Make an appointment to come to our office at  
**56 Allara St Canberra.**  
Our office hours are **Monday to Friday**  
from **9.30am until 4.00pm**

## To make a complaint about us

- Tell the person at the Commission who you first spoke to.
- Tell them why you are unhappy or what went wrong.
- If you don't want to do this, you can contact the President of the Commission.
- You can also tell the ACT Ombudsman that you want to complain about us.