

# Complaint form

[www.vic.gov.au/vicinspectorate](http://www.vic.gov.au/vicinspectorate)

This form has been created to assist the Victorian Inspectorate (VI) to receive complaints about the entities that the VI oversees.

## Before you make a complaint:

- Please read the Complaints section of the VI's website for information about what complaints the VI is able to receive and how the VI will assess and handle your complaint.
- If you wish to make a *public interest disclosure* (PID), please use the VI's *PID form*. (For more information, please see *the Public Interest Disclosure section of the VI's website*.)
- If you wish to make a PID about the VI or a VI officer, you *must* make your disclosure to the *Integrity and Oversight Committee* (IOC) or a *Presiding Officer*.
- Understand that the VI may deal with your complaint as a PID under *the Public Interest Disclosure Act 2012* (PID Act), unless you have confirmed within this complaint form that your complaint is not a PID.
- Consider your privacy and whether you wish to make an anonymous complaint.
- If you are complaining on behalf of another person, you must have their written consent before submitting this form to the VI.
- Please note that it is an offence to wilfully make a statement to the VI that is false or misleading in a material particular.

## Who can you complain about:

The VI may receive complaints about the following entities:

- IBAC or an IBAC officer;
- a Victorian Ombudsman (VO) officer;
- a Victorian Auditor General's Office (VAGO) officer;

- the Chief Examiner or an Examiner appointed under section 21 of the *Major Crimes (Investigative Powers) Act 2004*;
- an officer of the Office of the Victorian Information Commissioner (OVIC);
- the (former) Office of Police Integrity (OPI).

## Privacy

The VI is committed to protecting your privacy. The VI manages your privacy, including protecting the confidentiality of your personal information and the content of your complaint, in accordance with relevant legislation.

In addressing your complaint, the VI may provide the details of your complaint to another agency. In these instances, the information you have provided to the VI, including any personal details, may be provided to that agency.

## Send this form to:

- Email: [info@vicinspectorate.vic.gov.au](mailto:info@vicinspectorate.vic.gov.au)
- Post: PO Box 617 Collins Street West, Melbourne VIC 8007

This complaint form may also be submitted in person at the VI's offices. If you wish to submit the form in person, please contact the VI by telephone on 03 8614 3232.

## Need help?

If you need help filling out this form, or have any concerns about how the VI has handled your complaint, please contact us on 03 8614 3232.

If you have difficulty speaking English, you may seek help from the Translating and Interpreting Service (TIS) on 131 450

## Section A – Your details

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1. Do you want to make an anonymous complaint?

If you make your complaint anonymously, this will impact on the ability of the VI to seek further information from you and the VI will be unable to update you on the progress of your complaint.

Yes **Go to Q10**

No **Go to Q2**

Is your postal address the same as your residential address?

Yes

No

If 'No', please provide your postal address below:

Postal address:

2. Your details:

Title:

First Name:

Family Name:

Gender: (*optional*)

Phone number (mobile):

Phone number (home):

Phone number (business):

Email address:

Residential address:

What is your preferred method of communication with the VI?

Phone

Email

Mail

3. Is your complaint about a matter that you have previously made a complaint to the VI about?

Yes

No

If 'Yes', please provide the VI reference number below and **go to Q15**.

4. Do you need assistance in communicating with the VI?

Yes

No

If 'Yes', please describe the assistance you require:

5. Are you making this complaint on behalf of another person?

Yes

No **Go to Q10**

6. Does the person know that you are making this complaint on their behalf?

Yes

No

8. What is your relationship to the complainant?

Parent

Child

Sibling

Partner

Friend

Work colleague

Legal representative

Other

7. Please provide the contact details of the complainant that you are making a complaint on behalf of.

Title:

First Name:

Family Name:

Gender:

Phone number (mobile):

Phone number (home):

Phone number (business):

Email:

Address:

9. Please explain your reasons for making a complaint on behalf of the complainant.

## Section B– Details of your complaint

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10. The Victorian Inspectorate is only able to receive complaints about specific entities. Please select which entity or entities your complaint is about.

IBAC or an IBAC officer

a Victorian Ombudsman officer

a Victorian Auditor General's Office (VAGO) officer

an officer of the Office of the Victorian Information Commissioner (OVIC)

the Chief Examiner or an Examiner appointed under section 21 of the *Major Crime (Investigative Powers) Act 2004*;

the (former) Office of Police Integrity (OPI)

What was the nature of your complaint about that other agency?

11. Are you complaining to the VI about how IBAC, the VO or OVIC dealt with a complaint that you made to it about some other agency?

Yes

No **Go to Q12**

If 'Yes', which other agency did you complain about?

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12. Please provide details of your complaint.\*

Please include:

- a description of what happened, where it happened and when it happened and whether the action you are complaining about is still happening;
- the name, position and organisation of the person or persons you are complaining about;
- details of any evidence that you have to support your complaint, including the details of any witnesses if applicable.

\*Include copies of any documents to support your complaint. If you run out of room, please continue on separate sheets of paper and attach copies of them to this Complaint Form.

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13. Have you already made your complaint to another body or officer?

Yes

No **Go to Q14**

If 'Yes', who did you make your complaint to?

What was the outcome of that complaint?

14. What outcome are you seeking from the VI?

15. If you have previously made a complaint to the VI about this matter, please provide any additional information you wish to add in regards to your complaint.

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16. If you have any concerns about your welfare in relation to your complaint or as a result of making your complaint to the VI, please provide details of your concerns below.



## Section C– Handling of your complaint

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17. If the VI is able to, do you consent to the VI dealing with your complaint as a *public interest disclosure* (PID) under the *Public Interest Disclosures Act 2012 (PID Act)*, so that, if applicable, you may be provided with certain legal protections for making your complaint, including protections from reprisal?

(For more information, please see the Public Interest Disclosure section of the VI's website)

Yes, if the VI is able to, I consent to the VI dealing with my complaint as a PID under the PID Act.

No, my complaint is not a PID for the purposes of the PID Act.

## Section D– Declaration

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Please complete the declaration below prior to submitting this form to the VI.

I declare that, to the best of my knowledge, the information provided within this Complaint Form, including any attachments, is true and accurate.

I understand that there are penalties and offences for providing the VI with false or misleading information.

I understand and accept that by submitting this Complaint Form to the VI, I may also be making a *public interest disclosure* (PID) under the *Public Interest Disclosures Act 2012 (PID Act)*, unless I have confirmed within Section C of this Complaint Form that my complaint is *not* a PID for the purposes of the PID Act.

I understand and accept that, for the purposes of dealing with my complaint in accordance with relevant legislation, the VI may provide any information provided within this Complaint Form (including any attachments and any personal details) to another agency or body.

NAME:

DATE: