



VICTORIAN INSPECTORATE

Making a complaint to the Victorian Inspectorate

The Victorian Inspectorate (VI) has power to receive and investigate certain complaints made to it about –



■ the Independent Broad-based Anti-corruption Commission (IBAC) or IBAC personnel



■ Victorian Ombudsman officers



■ the Chief Examiner or Examiners



■ Victorian Auditor General's Office (VAGO) officers

There are limits on the types of complaints that the VI may receive about these bodies. For more information refer to section 43 of the *Victorian Inspectorate Act 2011* (VI Act).

In addition, the VI has a very limited jurisdiction to consider complaints about the Office of Police Integrity (OPI) before 10 February 2013.

Please use the Complaint Form if you wish to make a complaint. You can either:

■ fill in the **Online Complaint Form** available at <https://vicinspectorate.vic.gov.au/complaints-form/>

or

■ download a hard copy of the **VI Complaint Form** at <http://vicinspectorate.vic.gov.au/wp-content/uploads/2015/01/complaints-form.pdf>

Please also **read the Complaint Notes** before you lodge your complaint - available at

<http://vicinspectorate.vic.gov.au/wp-content/uploads/2015/01/vi-complaints-notes.pdf>

Reading the Complaint Notes will help you to understand how to complete the Complaint Form and what information the VI needs in order to consider your complaint.

How the VI assesses your complaint

If you want to complain to the VI because the IBAC or the Victorian Ombudsman did not uphold a complaint you made to them, the VI's role is only to consider whether the IBAC or the Victorian Ombudsman considered your complaint fully and fairly. The VI has no power to reconsider a complaint if the only real reason is that you disagree with the decision made.

If the VI considers that your complaint is valid, it may recommend that the IBAC or the Victorian Ombudsman should reconsider their decision, and in a serious case it may make a report to Parliament. However the VI has no power to remake a decision made by the IBAC or the Victorian Ombudsman or to direct them to alter a decision.

Upon receipt of each complaint the VI assesses it for two purposes:

- First, to determine whether the VI has jurisdiction to receive and consider the complaint
- Secondly, if the VI considers that it has jurisdiction, it must then decide whether the complaint warrants taking any and, if so, what further action

The assessment process requires the VI to gain a full and clear understanding of the complaint and of the decision made by the agency concerned.

VI's complaint assessment flowchart:



Please note, it is not compulsory to use the Complaint Form, but it is strongly recommended. Using the Form will help to ensure that the VI receives all the information it needs to consider your complaint properly. If you do not use the Complaint Form, consideration of your complaint will probably be delayed because you will not have given the VI all the necessary information.

If you are not using the Online Complaint Form, you may send your complaint to the VI:

- by post, using a hard copy Complaint Form, sent to the VI at –

Victorian Inspectorate
PO Box 617 Collins Street West
Melbourne VIC 8007

- by email, with the Complaint Form attached, to the VI's email address:

info@vicinspectorate.vic.gov.au

Complaints not in writing

You are strongly encouraged to make your complaint in writing. That way the VI will have a permanent record of exactly what you have to say.

If you can't make the complaint in writing, please contact the VI Complaints Line by phone on (03) 8614 3232.

Queries?

Please contact the VI Complaints Line on (03) 8614 3232 or send an email to info@vicinspectorate.vic.gov.au.



Don't speak English?

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



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