

## Complaint form

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

This form has been created to assist the Victorian Inspectorate (VI) to receive complaints about the integrity bodies 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 can 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 or a Presiding Officer*.
- Understand that the VI may deal with your complaint as a PID under the *Public Interest Disclosures Act 2012* (PID Act), unless you have confirmed within Section C of 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 integrity bodies:

- Independent Broad-based Anti-corruption Commission (IBAC)
- Office of Chief Examiner (OCE)
- Office of the Victorian Information Commissioner (OVIC)
- Victorian Auditor-General's Office (VAGO)

- Victorian Ombudsman (VO)
- (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 office. If you wish to submit the form in person, please contact the VI beforehand by telephone on 1800 518 197.

### 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 1800 518 197.

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

## Section A – Your details

1. Do you want to make an anonymous complaint?

*If you make your complaint anonymously using this form rather than our online portal, it will impact our ability to seek further information from you and the VI will be unable to update you on the progress of your complaint.*

Yes - Go to Question 10

No - Go to Question 2

2. Your details:

Given name:

Second name:

Phone:

Email:

**Residential address**

Street:

Suburb:

State:

Postcode:

Is your postal address the same as your residential address?

Yes

No

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

**Postal address**

Street:

Suburb:

State:

Postcode:

What is your preferred method of communication with the VI?

Phone

Email

Mail

3. Further information:

*We are asking these questions to better understand your complaint and provide any assistance you might require. Please note that all questions are **optional** unless marked with an asterisk (\*)*

Are you over 18? \*

Yes

No

Do you speak a language other than English at home?

Yes

No

If 'Yes', what is your preferred language?

What is your gender? \*

Woman

Man

Self described

Prefer not to say

Are you a First Nations Australian? \*

Yes

No

Prefer not to say

4. Do you need a communication aid or assistance communicating with us?

Yes

No

If any, please tell us what assistance you require.

5. Have you already complained to the Victorian Inspectorate about this matter?

Yes

No

If 'Yes', what is your VI reference number?

6. Are you making this complaint on behalf of someone else?

*For the VI to consider this complaint, we will require evidence of your authority to act on behalf of the complainant.*

Yes

No - Go to Question 10

7. Please provide details of the person you are making this complaint on behalf of and **at least one way** for the Victorian Inspectorate to contact this person.

Name:

Phone:

Email:

**Postal address**

Street:

Suburb:

State:

Postcode:

8. What is your relationship to this person?

Legal guardian

Family member

Formal advocate

Colleague

Friend or associate

Other

9. Please explain why you are making this complaint on behalf of someone else.

## Section B – Details of your complaint

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10. Which Victorian integrity agency are you wanting to make a complaint about?  
*The Victorian Inspectorate is only able to receive complaints about specific integrity bodies. Please select which of the following integrity bodies your complaint is about.*

- Independent Broad-based Anti-corruption Commission (IBAC)
- Office of Chief Examiner (OCE)
- Office of the Victorian Information Commissioner (OVIC)
- Victorian Auditor-General's Office (VAGO)
- Victorian Ombudsman (VO)
- (Former) Office of Police Integrity (OPI)

11. Have you lodged a complaint with this integrity agency?

- Yes
- No – Go to Question 14

12. If 'Yes', please provide information about the complaint you lodged.

When did you make your complaint?  
Date:

How did you lodge your complaint?

- Mail
- Email
- Online form
- Phone
- Other

Who did you complain to the integrity agency about?

Please provide details of your complaint to this integrity agency.

13. Have you received an outcome in writing?

Yes

No

If 'Yes', what was the outcome of that complaint? (you may wish to provide a copy)

## 14. Please provide details of your complaint \*

Please include:

- a description of what happened, where it happened, 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; and
- 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 a separate document and attach to this complaint form.

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15. What outcome are you seeking from the Victorian Inspectorate?

*The purpose of the VI is to oversee and strengthen Victoria's integrity system. We do not reassess or reconsider your original complaint. We also do not have the power to direct an integrity agency to change its decision or to carry out certain actions.*



16. Please provide details of any concerns you have about your welfare or the welfare of the person you are making the complaint on behalf of.

## Section C – Handling of your complaint

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Do you consent to the VI considering whether your complaint is a public interest disclosure under the *Public Interest Disclosures Act 2012*? \*

In broad terms, a public interest disclosure is a report, complaint or allegation, about:

- ‘improper conduct’ by a public body, public officer or person
- ‘detrimental action’ taken or proposed to be taken by a public body or public officer, against a person, in reprisal for that person (or another person) having made a public interest disclosure or having cooperated with the investigation of a public interest disclosure.

A PID can be about conduct that may have taken place, that may be occurring now or that is proposed to be taken or engaged in.

If applicable, you may be provided with certain legal protections for making your public interest disclosure, including protections from reprisal.

(For more information, please see the public interest disclosure section of the VI's website)

Yes, I consent to the VI considering my complaint as a public interest disclosure under the *Public Interest Disclosures Act 2012*.

No, I confirm I am not making a public interest disclosure under the *Public Interest Disclosures Act 2012*.

## 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 I have provided in this complaint, 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 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 public interest disclosure 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, including the agency I am complaining about.

NAME:

DATE: