

VS Service Complaints Handling Guideline

Victims Services is committed to effective service complaint handling and recognises feedback as valuable for improving our client service.

Who can make a complaint?

Anyone who has dealt with Victims Services, or their authorised representative, can make a complaint.

What can I complain about?

You can make a complaint about:

- the quality of service you have received from Victims Services
- the conduct of a Victims Services' staff member
- a Victims Services' policy or procedure.

Please note you cannot make a complaint about a decision regarding your application for support but you may be able to request a review. Refer to [Review section](#).

How can I make a complaint?

Often discussing the matter with a Victims Services staff member can resolve the matter. If you still wish to lodge a complaint you can use the Feedback Assist widget located on the right of the Victims Services homepage.

Alternatively you can make a service complaint by email, mail, in person or over the phone.

Can I get help to make a complaint?

Yes, phone Victims Services. If the officer is unable to resolve your complaint they will enter the information into Feedback Assist on your behalf.

If you have a disability, or if you do not understand English well, we can also assist you.

What should I include in my complaint?

You should briefly state your concern, and tell us what happened. Make sure you include:

- who or what has caused your concern
- the relevant date and case reference number, if you have them
- what you would like us to do to resolve your complaint
- your name and contact details.

Please note Your complaint will be dealt with by an independent officer. While Victims Services accepts anonymous complaints this may limit how fully we can investigate.

How long does it take?

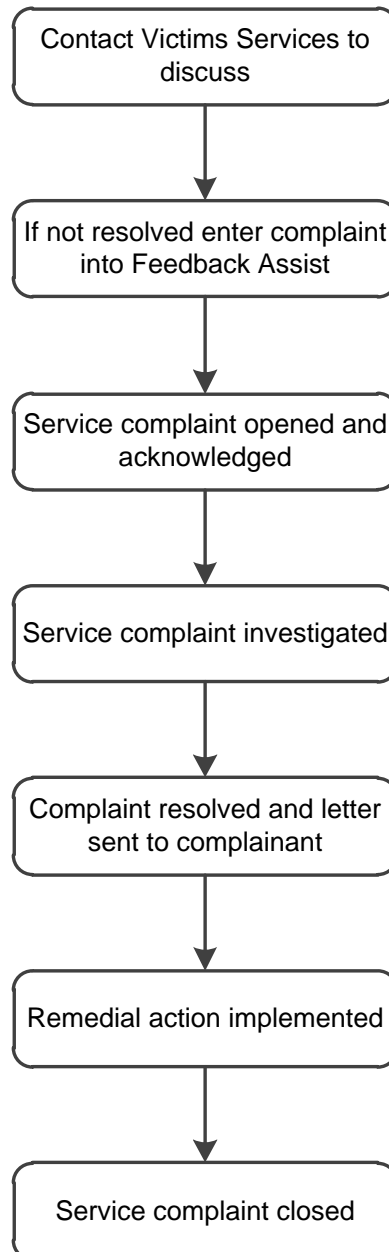
We endeavour to acknowledge your complaint within 3 business days and resolve the complaint within 21 business days of receipt.

What if I am dissatisfied with the handling of my complaint?

If you believe the handling of your complaint did not comply with the VS Service Complaints Handling Procedure you can make a written Request for a Commissioner's Review explaining in what way/s you believe we did not follow our procedure.

A Commissioner's Review is not a reinvestigation of your complaint. An independent office will look at whether the processes our staff followed complied with the VS Service Complaints Handling Procedure.

How are service complaints handled?



Are there any related documents?

- Rights and Responsibilities of Parties to a Complaint