



COMPLIMENTS AND COMPLAINTS

VICTORIA POLICE

Compliments and complaints against police

Victoria Police strives to ensure that members of the community have the utmost confidence in the ethics, integrity and professional conduct of its workforce. A key mechanism for that confidence is the maintenance of an open and accountable complaint handling process.

The vast majority of complaints we receive relate to communication and customer service issues involving matters such as rudeness, poor attitude and practice, careless and in adequate service or a failure to adequately explain lawful police procedures.

If your matter relates to a complaint and is of a minor nature, please contact the Station Commander in charge of your local police station or the police station where the incident occurred. Visit <http://www.police.vic.gov.au> for details of your nearest station.

If you consider the matter of a more serious nature, or you still wish to make a complaint about a police member(s) actions or behaviour please complete and submit this form.

If you are of Aboriginal and/or Torres Strait Islander descent you may request to directly speak with a Police Aboriginal Liaison Officer at the Police Conduct Unit.

Please ensure all known details including time, date(s), location, witnesses, vehicle registrations and documents are provided to the Police Conduct Unit. This information will be assessed along with your complaint. *Please limit your initial report to a 5000 character limit.*

If you are making this complaint through an advocate or other person, please provide details of that person so that we may be able to contact that person if required.

As an alternative you may consider lodging your complaint through the Independent Broad-based Anti-corruption Commission (IBAC) by visiting <http://www.ibac.vic.gov.au>

Disputing an infringement notice? If you wish to dispute a penalty notice and there is no police misconduct, refer to the three options on the reverse of your notice or contact Civic Compliance on Metropolitan: (03) 9200 8111 or Regional: 1300 369 819, Monday to Friday 8am to 9pm (except public holidays) or visit <http://www.fines.vic.gov.au/>.

Contacting the Police Conduct Unit

Police Conduct Unit
GPO Box 913
Melbourne VIC 3001

Telephone: 1300 363 101

Email: PSC-POLICECONDUCTUNITCOMPLAINTSANDCOMPLIMENTS@police.vic.gov.au

******WARNING******

Making a false complaint or creating a false belief may be an offence under the Crimes Act 1958 or the Independent Broad-based Anti-corruption Act 2011.

If at any stage you wish to withdraw your complaint please notify the Police Conduct Unit with your intention as soon as possible.

Compliment and Complaints Form

Is this a compliment or a complaint? Compliment Complaint

Would you like to submit your details anonymously? No Yes

Contact Details

Return email address:

First Name:

Last Name:

Postal Address:

Contact Telephone Number:

Are you of Aboriginal or Torres Strait Islander descent? No Yes

Incident Details

Date of incident (eg. dd/mm/yyyy)

Time (if known)

Witness details (if known)

Police officers involved
(if known - eg. name, rank,
number, station)

Comments
(eg. specific location, details of
incident, actions of police)

Submit Form

By email

PSC-POLICECONDUCTUNITCOMPLAINTSANDCOMPLIMENTS@police.vic.gov.au

By mail

Police Conduct Unit
G.P.O. Box 913
Melbourne, VIC 3001

In person

At your local police station
Visit www.police.vic.gov.au for details of your nearest station.