



VICTORIA POLICE

Making a complaint about police

Victoria Police is committed to providing quality police service and ensuring our personnel demonstrate the highest levels of professional standards, ethics and integrity. We recognise that our staff and our service delivery may not always meet the required standards and your complaint can help us identify and correct those deficiencies.

Reviewing complaints over a period of time also assists Victoria Police to better identify the main causes of customer dissatisfaction and take appropriate action.

Victoria Police strives to have the full confidence of the community. A key mechanism for ensuring police integrity is our complaints handling process.

You are entitled to:

- Complain when you are unsatisfied with a service provided by Victoria Police.
- Have your complaint taken seriously, and
- Be treated with courtesy and respect.

Fairness

Victoria Police is committed to fairness in its complaints process. This means that,

- Both parties in a complaint are entitled to be listened to and have their views taken into account.
- All information relevant to the case must be taken into account, and
- The decision maker must be fair and unbiased.

Assistance

Assistance is available if you need help to lodge a complaint. This could include arranging for an accredited interpreter in the language you are most comfortable with or if you are deaf, hearing or speech impaired, using the National Relay Service (www.relayservice.gov.au).

Timing

There are time frames for dealing with a complaint, although some may take longer than others. When you make a complaint, you should be told how long the process is likely to take and be kept informed as to the progress of the matter.

How to make a complaint

You can contact your local police station in person, by telephone or in writing. Find the contact details on the Victoria Police website, www.police.vic.gov.au under 'Your local police'.

Alternatively, you may make a complaint by writing to the Police Conduct Unit, GPO Box 913, Melbourne VIC 3001, by e-mail to:

psc-policeconductunitcomplaintsandcompliments@police.vic.gov.au via the Compliments and Complaints website at www.police.vic.gov.au or by phone on 1300 363 101.

A complaint may also be made directly to the Independent Broadbased Anti-corruption Commission (IBAC).

Make sure you keep a copy of any letter you send. Make a note of the date and the name of the person you spoke to and what they agreed to do.

When you make a complaint

- Provide as much information about your complaint as possible. This may include when and where the incident occurred, the names of the officers concerned, the details of witnesses, documents and other evidence that supports or provides evidence of the complaint.
- You may be asked to provide a written statement or participate in a recorded interview. Ask for help if you need it.
- Keep appointments and meetings and if it is not possible to attend, let the relevant person know.

How will my complaint be dealt with?

The process applied to the complaint usually depends on the nature of the unprofessional conduct and the issues involved. Complaints related to communication and customer service issues may be dealt with by the 'Local Management Resolution' process. Complaints of serious unprofessional conduct are dealt with by formal investigation.

What is a Local Management Resolution?

The intention of the process is to resolve the complaint at a local level by encouraging discussion between you, the resolution officer (who is a local police supervisor) and police personnel involved.

The resolution officer will ask you what outcome you are seeking and will talk to you and the police personnel with a view to resolving your complaint.

The process deals with complaints thoroughly and its aim is to resolve complaints between the parties quickly.

At its conclusion, you will receive written advice of the outcome and if you are not happy with how your complaint was handled you can contact IBAC.

What is a Formal Investigation?

Formal investigations are undertaken by Victoria Police investigators who are independent of the police personnel or stations subject to the complaint, and are empowered to take statements, and gather all evidence relevant to the investigation.

These investigations usually take longer to complete and during the investigation process, you are entitled to contact the investigator and seek advice as to the status of the enquiry.

Reports are submitted to senior managers to review and you will receive written advice of the outcome.

All investigation files and complaint matters may be subject to further review / examination by IBAC, and you are entitled to contact IBAC if you are not happy with how your complaint was handled.

Taking a complaint further

If you are not happy with how your complaint was handled, there are organisations that can review or investigate your complaint further.

The investigation that these organisations might conduct about your complaint is separate from any review or grievance process that takes place inside Victoria Police. Contact details are:

Independent Broad-based Anti-corruption Commission (IBAC)

GPO Box 24234, Melbourne, VIC 3001

Phone: 1300 735 135

Fax: (03) 8635 6444

Website: www.ibac.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission (VEOHRC)

Level 3, 204 Lygon Street, Carlton 3053

Phone: 1300 891 848

Fax: 1300 891 858

Email: enquiries@veohrc.vic.gov.au

Website: www.humanrightscommission.vic.gov.au