

# Make a complaint

If you think your rights under the Queensland Charter of Victims' Rights have not been upheld, use this form to make a complaint to the Victims' Commissioner:

- as a victim of violent crime
- on behalf of a victim of violent crime.

For more information on the Charter of Victims' Rights, and how we manage complaints, go to [www.victimscommissioner.qld.gov.au](http://www.victimscommissioner.qld.gov.au) or call us on 1800 714 100.

## About this form

- We treat your information in accordance with our Privacy Statement. Our Privacy Statement is at the end of this form.
- If you need help filling out this form, ask a trusted person or call us on 1800 714 100.
- If you would like to ask a question or give anonymous feedback, please do not use this form. You can call us on 1800 714 100 or provide anonymous feedback via our website at [www.victimscommissioner.qld.gov.au](http://www.victimscommissioner.qld.gov.au) or using our printed 'Ask a question or provide feedback' form.

## Your details

1. First name \_\_\_\_\_
2. Family name / surname \_\_\_\_\_
3. How old are you?
  - ☐ 18+
  - ☐ Under 18
4. How would you prefer us to contact you to help resolve your complaint?
  - ☐ Email \_\_\_\_\_
  - ☐ Phone (call) \_\_\_\_\_
  - ☐ Phone (text) \_\_\_\_\_
  - ☐ Letter \_\_\_\_\_
5. Is it safe to contact you? If not, please specify below how we can safely contact you, or you can call us on 1800 714 100.
  - ☐ Yes
  - ☐ No \_\_\_\_\_

6. Can we use a service to help communicate with you like an interpreter, the National Relay service, or using accessible documents?

☐ Yes (Tell us what assistance you need):

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☐ No

## About the complaint

7. Are you making this complaint for someone else?

☐ No, it's for myself (go to Question 10)

☐ Yes, it's for someone else

8. Do you have the victim's permission to make a complaint on their behalf?

If you do not have their permission, we may need further information before we can progress this complaint.

☐ Yes

☐ No

9. How do you know the victim? \_\_\_\_\_

10. What is the victim's full name? \_\_\_\_\_

11. Which organisation does your complaint relate to?

Your complaint can be about any organisation - either a government or non-government organisation. You can select more than one. If you don't see the right option, please write the name under "Other".

☐ Queensland Police Service

☐ Office of the Director of Public Prosecutions

☐ Victim Assist Queensland

☐ Queensland Courts

☐ Queensland Corrective Services

☐ Queensland Health

☐ Office of the Victims' Commissioner

☐ I'm not sure

☐ Other: \_\_\_\_\_

## 12. Tell us what happened

Describe the events that you want to complain about in as much detail as possible, including:

- names
- dates
- reference numbers
- outcomes.

You can attach more pages if you need more space, but please tell us how many pages you are attaching.

[illegible]

13. Have you already complained directly to this organisation?

- ☐ Yes
- ☐ No

## Submitting this form

## Post to:

Office of the Victims' Commissioner  
GPO Box 149  
BRISBANE QLD 4001

**Scan the completed form and email to:**

Contact@victimscommissioner.qld.gov.au

## What to expect

Once your complaint has been received, we will be in contact with you within 3 working days. We will then assess whether we can deal with your complaint. The Victims' Commissioner can only deal with a complaint if it has been made by, or on behalf of a victim of crime, and:

- it is in relation to a violent offence, including all forms of domestic and family violence
- it relates to rights under the Charter of Victims' Rights
- the agency that you have made a complaint about is a government or government-funded agency.

You can find out more about how we deal with complaints at [www.victimskommissioner.qld.gov.au](http://www.victimskommissioner.qld.gov.au).

## Privacy statement

The Office of the Victims' Commissioner ('we'/us') collect your personal information and the personal information of others from you, to understand people's experiences as victims of crime. We will use this information to:

- promote the rights of victims of crime and the services available to victims of crime
- conduct research into matters affecting victims
- consult in relation to matters relating to victims
- provide advice to the Minister on issues affecting victims and the promotion of victims' rights
- identify and review systemic issues affecting victims of crime.

We will not use the personal information for any other purpose unless we are required or authorised under a law to use it for another purpose or we have your consent.

We will collect your contact information, your name (if you choose to give it to us), information about yours or another person's experience, and your opinions on your experiences, or the experiences of others as victims of crime.

If you are making a Charter of Victims' Rights complaint, section 47 of the *Victims' Commissioner and Sexual Violence Review Board Act 2024* (VCSVRB Act) requires you to provide us with your name and contact details and enough information to indicate what your complaint is about. We give your personal information to others to connect you with support services or refer your concerns to law enforcement or regulatory bodies in Queensland or Australia. If you are making a Charter of Victims' Rights complaint, we may also disclose any concerns you raise about a person, government entity or non-government entity, including your personal information, to a government entity or non-government entity or that person under sections 49 and 51 of the VCSVRB Act. We may refer your complaint, including your personal information, to a government entity or non-government entity under section 57 of the VCSVRB Act.

However, we will not give your personal information to anyone else unless we are required or authorised to do so. We manage your personal information in accordance with the *Information Privacy Act 2009*.

If you are giving us a contact email address to write back to you, personal information contained in your response may be transferred outside of Australia. To avoid this, you can tell us about your concerns by post at GPO Box 149 BRISBANE QLD 4001 or by phone 1800 714 100 or give us an email address where the servers are located in Australia.