

# Ask us a question or provide feedback

Use this form to ask us a question or provide feedback on your or someone else's experience as a victim of crime in the Queensland criminal justice system.

## About this form

- We treat your information in accordance with our Privacy Statement even if you haven't given your name or contact details. Our Privacy Statement is at the end of this form, or on our website at [www.victimscommissioner.qld.gov.au/privacy](http://www.victimscommissioner.qld.gov.au/privacy)
- If you need help filling out this form, please call us on 1800 714 100.
- Please do not use this form to make a complaint to the Victims' Commissioner – you can lodge a complaint either online at [www.victimscommissioner.qld.gov.au](http://www.victimscommissioner.qld.gov.au) or use our 'Make a complaint' form

## What would you like to do?

- Ask a question
- Provide feedback about my or someone else's experience
- Provide feedback without giving my details (go to "Give Feedback" part of this form)

## Your details

*Only enter your details if you would like a response*

1. First name \_\_\_\_\_
2. Family name / surname \_\_\_\_\_
3. How old are you?
  - 18+
  - Under 18
4. How would you prefer us to contact you? (If you want to be contacted)
  - Email \_\_\_\_\_
  - Phone (call) \_\_\_\_\_
  - Phone (text) \_\_\_\_\_
  - Letter

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## Give feedback

Feedback can be about a good or bad experience you have had in the Queensland criminal justice process, including with a person. The information you give us as feedback does not become part of our formal complaint process. Your feedback helps us to understand community experiences and inform our work.

Your feedback could be about:

- your experience as a victim of crime
- your experience supporting a family member or friend who has been a victim of crime
- your experience working or interacting with victims of crime.

If you have chosen not to provide your details above, we will consider your feedback but you will not be contacted.

### Which organisation does your feedback relate to?

Your feedback can be about any organisation - a government agency or non-government organisation. You can select more than one. If you don't see the right option, please enter the name or the organisation 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: \_\_\_\_\_



## 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, including your personal information, you raise about a person, government entity or non-government entity to a government entity or non-government entity or that person under section 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.