

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality; relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to anti-discrimination NSW, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Fines Victoria

In this fact sheet, we introduce Fines Victoria. We outline how complaints can be made by people to Fines Victoria.

Fines Victoria is a Victorian Government body responsible for managing and enforcing fines issued across the state. It helps collect payments, set up payment plans, and issue reminders or enforcement notices when fines aren't paid on time.

Fines Victoria works with over 130 agencies, including Victoria Police and VicRoads. It also has powers to decide certain types of review applications, such as Enforcement Reviews. While Fines Victoria doesn't issue fines itself, it plays a central role once a fine has been ignored or left unpaid.

Legislation

Fines Victoria was established by the [Fines Reform Act 2014 \(Vic\)](#) as part of a series of reforms aimed at improving the collection and enforcement of legal debt in Victoria.

Relevant Legislation: Below are links to legislation that is relevant to Fines Victoria's complaint handling work.

- [Fines Reform Act 2014](#)
- [Infringements Act 2006](#)

Step 1: What type of Complaints can be made to this body?

Fines Victoria can address various issues, from administrative errors to concerns about the conduct of enforcement actions. This includes, but is not limited to:	
Sub-category	Example
Internal Reviews	You should make a complaint if an Internal Review request you made was ignored, delayed, or handled incorrectly. Internal Reviews are conducted by the enforcement agency that issued the fine (for example, Victoria Police, your local council, or a toll operator). They are not conducted by Fines Victoria. You should contact the issuing agency if you believe your Internal Review request was ignored, delayed, or handled incorrectly. Fines Victoria can only provide general information about the review process or help redirect you to the correct agency. <i>Examples:</i> • <i>Brian updated his address with VicRoads, but the enforcement agency sent notices to his old address. He was charged late fees and had difficulty resolving the error with the agency.</i> • <i>Karen was driving a car registered to her husband, Brian. When a traffic infringement was issued, it was sent to Brian's old address despite him notifying VicRoads of his move. The enforcement agency added late fees, and Brian had to request an Internal Review directly with the agency.</i> • <i>Victor incurred 33 toll infringements that were later registered with Fines Victoria. Once registered, Victor (or his family on his behalf) could not seek an Internal Review through Fines Victoria — instead, they had to deal with the toll operator for any Internal Review.</i>
Enforcement reviews	You should make a complaint if Fines Victoria mishandled your application for an Enforcement Review, for example, by rejecting it unfairly, taking too long, or not following up. Enforcement Reviews are available after the infringement has been registered with Fines Victoria. You must usually show special circumstances, exceptional reasons, or that you were unaware of the fine. <i>Example: Sophie parked in a disability bay during a family emergency. The permit had slipped out of view. Fines Victoria rejected her review without considering the emergency context.</i>
Delays or poor communication	You should make a complaint if you can't get in contact with Fines Victoria, if they've delayed a process you rely on, or if they've failed to respond clearly or on time. This might include waiting weeks or months for a review outcome, unanswered emails, long phone queues, or being sent contradictory information. <i>Example: Dan called Fines Victoria multiple times after his son's death but kept getting automated responses. He became distressed receiving further enforcement notices with no one to speak to.</i>

Payment arrangements	You should make a complaint if Fines Victoria didn't set up your payment plan properly, cancelled it without warning, or made errors that caused enforcement action. This might also include being refused a payment plan unfairly, or having your payments misallocated or lost. <i>Example: Yolanda made every payment on time, but a system error led to enforcement notices being sent and extra fees being added.</i>
The Work and Development Permit (WDP) scheme	You should make a complaint if Fines Victoria unreasonably rejected your WDP application, delayed a decision, or cancelled your permit without explanation. WDPs allow people experiencing hardship to clear fines through volunteer work, counselling, treatment, education or other activities. <i>Example: A Woiworung man doing community work through a support service had his permit cancelled with no warning and couldn't get anyone to explain why.</i>
The Family Violence Scheme (FVS)	You should make a complaint if your application under the FVS was delayed, denied without reason, or handled in a way that ignored your safety or evidence. The FVS exists to support people who received fines due to circumstances involving family violence. Applications can include sensitive personal information. <i>Example: A woman submitted evidence from a refuge worker and police report, but her application was refused with no reason given and she was not told how to appeal.</i>
Incorrect registration or enforcement of fines	You should make a complaint if a fine was wrongly registered with Fines Victoria, for example, if it was already paid, withdrawn, or still being reviewed. You can also complain if enforcement started before you were properly notified. <i>Example: A driver paid their fine online before the due date, but still received a Notice of Final Demand because the payment wasn't recorded properly.</i>
Incorrect or unfair fees	You should make a complaint if you were charged fees like penalty reminder fees or collection costs unfairly, especially if it wasn't your fault the payment was missed or delayed. This might include not receiving your fine due to mail issues, or being charged during a period when your application was under review. <i>Example: A man living in transitional housing was charged late fees because the fine was sent to an old address, even though he'd updated his details with government services.</i>
Driver licence or vehicle sanctions	You should make a complaint if your licence was suspended or vehicle clamped, deregistered or seized by Fines Victoria when it shouldn't have been. This includes situations where sanctions were imposed without notice, while you had a payment arrangement in place, or where the wrong vehicle or person was targeted. <i>Example: A delivery driver had their licence suspended because of a fine they never received, despite having a pending Enforcement Review.</i>

Treatment or conduct by staff	You should make a complaint if Fines Victoria staff treated you rudely, unfairly, insensitively, or in a way that ignored your needs or made things harder for you. This could include discrimination, cultural insensitivity, refusing to communicate with a support person, or failing to accommodate disability or language needs. <i>Examples:</i> • <i>A woman with a vision impairment asked for an accessible version of a fine notice but was only told to “go online and read it there.”</i> • <i>A Boonwurrung man felt disrespected and dismissed by a staff member who refused to speak with his advocate and laughed during the call.</i>
Exclusions	Fines Victoria cannot handle: • Fines not yet with Fines Victoria: You can’t complain to Fines Victoria about a fine if it hasn’t been registered with them yet, contact the agency that issued the fine (like Victoria Police or your local council). • Internal Reviews of fines: If you want to challenge a fine you’ve just received, you must ask the enforcement agency for an Internal Review, Fines Victoria doesn’t handle this. • Disputes about who was driving: If you weren’t the driver at the time of the offence, you must nominate the correct person with the agency that issued the fine, not Fines Victoria. • Requests to go to court instead of paying: Once a fine is registered with Fines Victoria, you can no longer choose to have it heard in court, that must be done earlier with the issuing agency. • Complaints about fines from outside Victoria or federal fines: Fines Victoria doesn’t deal with Commonwealth, interstate or privately issued fines (like those from toll operators). • Complaints about fines for children under 18: Fines given to people under 18 are usually handled by the Children’s Court or Youth Justice, not Fines Victoria.
Additional Info	• You can complain even if you are unsure which category your issue falls under: Fines Victoria encourages people to contact them if they’re confused or unsure. If your issue isn’t within their remit, they may refer you to the correct body. • Enforcement Review applications are a form of complaint – but have formal consequences: If you’re lodging an Enforcement Review, it is more than a complaint, it’s a formal application that can stop enforcement and result in cancellation of a fine. It’s important to include correct evidence and to understand it’s different from a customer service complaint.

Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	Fines Victoria has powers to hear complaints under the law of Victoria.
Geographical Scope	Fines Victoria can conduct Internal Reviews, Enforcement Reviews, or handle complaints in relation to enforcement agencies that Fines Victoria handles. Note the fine has to be registered by the agency with Fines Victoria before it can assist.
Time Limitations	There are important time limits to be aware of, depending on the type of complaint or application you want to make: • Internal Review: You must apply for an Internal Review before the fine is registered with Fines Victoria (while it's still with the enforcement agency). ○ If your reason for review is that you were unaware of the fine, you must apply: ▪ Before the fine is registered, and ▪ Within 14 days of when you found out about the fine. • Enforcement Review: You can only apply for an Enforcement Review after the fine is registered with Fines Victoria, but before certain enforcement actions happen. ○ If you've received a 7 Day Notice, you must apply before the 7-day period ends, otherwise, you can no longer apply for a review. ○ Once that 7-day period expires, your only remaining options are to pay the fine or make a complaint. • Complaints to Fines Victoria: There is no strict time limit for lodging a complaint. However, it's best to make your complaint as soon as possible after the problem happens. ○ Delays may affect how easily your issue can be resolved.
Exclusions	Fines Victoria cannot handle: • Fines issued outside Victoria: Fines Victoria only deals with fines issued in Victoria. They can't help with fines from other states, territories or the Commonwealth (like Centrelink or Medicare fines, or NSW toll fines). • Fines issued by private companies: Fines from private companies (e.g. some tolling companies or shopping centre parking operators) are outside Fines Victoria's powers, they can't review or manage complaints about them. • Fines that haven't reached Fines Victoria yet: Fines must be registered with Fines Victoria before they can handle complaints. If your fine is still at the "infringement notice" or

	“penalty reminder” stage, you must deal with the issuing agency. • Out-of-time complaints or review applications: Some complaints can’t be accepted if you wait too long. For example, you usually need to apply for: ○ An Internal Review within a set time (usually 28 days from the fine being issued), ○ An Enforcement Review after a Notice of Final Demand is served, but before further enforcement (like licence suspension) happens. Once time limits pass, Fines Victoria may not have the power to help. • Fines issued to children under 18: Fines given to children are managed through different processes (like the Children’s Court). Fines Victoria has limited or no role in these matters.
Exercise of discretion	Fines Victoria (or the agency that issued the fine) can sometimes choose how to deal with your application or complaint, depending on your situation. • Internal Reviews are handled by the agency that gave you the fine. They can keep the fine, cancel it, give a warning instead, or refer it to court. They might also waive reminder fees. If you say you didn’t know about the fine, they can reject your application if they think you knew more than 14 days ago. • Enforcement Reviews are handled by Fines Victoria. They must consider most valid applications and can cancel, confirm, or pause enforcement depending on your case. • Complaints must be reviewed. Fines Victoria can stop enforcement, waive fees, fix payment plans or offer other solutions, depending on what went wrong.

Step 3: Who can you make a complaint against?

Fines Victoria deals with fines issued by over 130 enforcement agencies in Victoria including:	
Respondent	Description
Victoria Police	Issues fines for traffic, public order, and other offences. Fines Victoria can manage these once they reach the enforcement stage.
Local Councils	Issue fines for parking, local laws, and other municipal offences. Fines Victoria handles these after registration.
Tolling Operators	Fines related to toll road usage, such as CityLink and EastLink. Fines Victoria manages these upon registration.

Victorian Government Departments	Departments such as: • Department of Education • Department of Health • Department of Justice and Community Safety • Department of Energy, Environment and Climate Action • Department of Jobs, Skills, Industry and Regions These departments issue fines for various regulatory breaches.
Regulatory bodies	Including: • Consumer Affairs Victoria • Victorian Building Authority • Victorian Fisheries Authority • Victorian Commission for Gambling and Liquor Regulation • Wage Inspectorate Victoria These bodies issue fines for non-compliance within their respective sectors.
Water corporations	Fines Victoria can consider applications for an Enforcement Review and complaints regarding fines (called Penalty Infringement Notices) issued by water corporations. Water corporations include: • Coliban Region Water Corporation; • Gippsland Southern Rural Water; • Grampians Wimmera Mallee Water; • Goulburn-Murray Urban & Rural Water Corporation; • Lower Murray Urban and Rural Water Corporation; and • Melbourne Water.
Road safety agencies and organisations	Fines Victoria can consider applications for an Enforcement Review and complaints regarding fines issued by road safety agencies and organisations. Road safety agencies and organisations include: • Commercial Passenger Vehicles Victoria; • Director Transport Safety; • National Heavy Vehicle Regulator; • Roads Corporation; and • Safe Transport Victoria.
Exclusions	Fines Victoria cannot process Enforcement Reviews or complaints for fines issued by the following: • Children's Court: Fines issued to individuals under 18 are managed by the Children's Court, not Fines Victoria.

	• Courts: Fines imposed directly by a court (e.g., Magistrates' Court) are outside Fines Victoria's review jurisdiction. • Serious Traffic Offences: Including: ○ Excessive speeding (25 km/h over the limit or over 130 km/h) ○ Drink-driving or drug-driving offences These are criminal matters and not subject to Enforcement Reviews by Fines Victoria. • Company Directors Held Personally Liable: If a director is personally liable for a company's fine, Fines Victoria cannot process an Enforcement Review for that individual. • Fines Already Paid: Once a fine is fully paid, Fines Victoria cannot accept a review or complaint regarding it. • Post-Enforcement Actions: If any of the following have occurred, Fines Victoria cannot process an Enforcement Review: ○ A 7 Day Notice has expired ○ A Sheriff's officer has seized your vehicle ○ An attachment of earnings or debts order has been made ○ A charge over your land has been recorded
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Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make an application for Internal Review, Enforcement Review or a complaint?	You can apply for an Internal Review, Enforcement Review or make a complaint to Fines Victoria if you are: • the person named in the Infringement Notice or Notice of Final Demand or their legal representative • a person authorised by the company named in the Infringement Notice or the notice of the final demand • a person with the consent of the individual named in the Infringement Notice or the Notice of Final Demand • a person with power of attorney for the individual named in the Infringement Notice or the Notice of Final Demand • a person appointed administrator or guardian for the individual named in the Infringement Notice or the Notice of Final Demand
Have you tried to resolve the issue directly with the enforcement agency?	Before applying for an Internal Review, Enforcement Review or making a complaint to Fines Victoria, you should first try and resolve the issue directly with the enforcement agency involved.

	This step is important as Fines Victoria may ask if you have already attempted to address the problem with the relevant enforcement agency.
Can complaints be made on behalf of someone?	You can apply for an Internal Review, Enforcement Review or make a complaint on behalf of someone else. However, if you are: • a person authorised by the company named in the Infringement Notice or the notice of the final demand, Fines Victoria will seek additional information regarding your authorisation; • a person with the consent of the individual named in the Infringement Notice or the Notice of Final Demand, Fines Victoria will seek a declaration that the fine holder is aware that you are making the application on their behalf, and you are authorised to act on their behalf; • a person with power of attorney for the individual named in the Infringement Notice or the Notice of Final Demand, Fines Victoria will seek a certified copy of the power of attorney; or • a person appointed administrator or guardian for the individual named in the Infringement Notice or the Notice of Final Demand, Fines Victoria will seek a copy of the order made by VCAT.
Exclusions	Fines Victoria cannot take your complaint if: • You're under 18: Fines for children are handled by the Children's Court, not Fines Victoria. • You're a company director personally liable for a business fine: Declared directors can't apply for Enforcement Review or complain about that liability. • You're not authorised to act on someone else's behalf: You must have permission or legal authority to act for another person. • You're applying too late under the "Person Unaware" ground: If you knew about the fine more than 14 days ago, your application may be rejected.
Additional information you need to know	Fines Victoria's services are free. You do not need a lawyer for the complaint process, however you can seek legal advice at any time. You may be able to obtain assistance from one of the following organisations: • Victoria Legal Aid legalaids.vic.gov.au • Victorian Community Legal Centres communitylaw.org.au • Victorian Aboriginal Legal Service vals.org.au

Step 5: What remedies are available at this body?

Power	Description
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Internal Review Outcomes	When you apply for an Internal Review, the enforcement agency can decide to: • Confirm the fine: Uphold the original decision, requiring you to pay the fine. • Withdraw the fine: ○ With no further action: The fine is cancelled entirely. ○ Issue an official warning: The fine is withdrawn, but a warning is recorded. ○ Refer the matter to court: The case is taken to the Magistrates' or Children's Court. • Waive or vary fees: Adjust or remove associated fees. • Approve a payment arrangement: Set up a plan to pay the fine over time. • Alter additional steps: Modify any extra requirements imposed by the fine. <i>Note:</i> If the agency fails to decide within 90 days (or 125 days if more information is requested), the infringement notice is deemed withdrawn.
Enforcement Review Outcomes	Upon reviewing your application, Fines Victoria can: • Confirm the fine: The fine remains enforceable, and you must take action within 21 days. • Cancel enforcement: ○ Refer back to the enforcement agency: The agency then decides to: ▪ Withdraw the fine with no further action. ▪ Withdraw the fine and issue an official warning. ▪ Refer the matter to court. ▪ Issue a new infringement notice (if the ground was 'Person Unaware'). <i>Additional Notes:</i> • Waive the collection fee: If enforcement is cancelled, the associated fee is removed. • Second application: If your first application on the grounds of special circumstances is unsuccessful, you may apply a second time with new evidence.
Complaint Outcome	When you lodge a complaint, Fines Victoria may: • Investigate and resolve the issue: Assign a Customer Engagement Officer to review and address your concerns. • Pause enforcement action: Temporarily halt actions like vehicle clamping or wage garnishment during the investigation.

	• Waive or reduce fees: Remove or lessen fees if an error or delay is identified. • Reinstate payment plans: Restore previous arrangements if they were cancelled due to administrative errors. • Provide a formal response: Offer explanations or apologies for service issues. <i>Note:</i> If you're unsatisfied with the outcome, you can escalate the matter to the Victorian Ombudsman.
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Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	General Applications for Internal Reviews, Enforcement Reviews and complaints must: • be in writing, either online or filling out a form; • specify the grounds on which the application is made; and • provide the your address. Internal Review and Enforcement Review applications The easiest way to request a review is online. If you cannot apply for a review online, you will need to request a review in writing by mail. • Online: Click here (select either Internal Review or Enforcement Review) and follow the prompts. • By post: Download, print and fill out the relevant form available here (select either Internal Review or Enforcement Review) and send to Fines Victoria GPO Box 1916 Melbourne Vic 3001 If you need help, call Fines Victoria on (03) 9200 8111 (1300 369 819 regional callers). Complaints You can submit a complaint to Fines Victoria online by clicking here. Before deciding whether to submit a complaint, you can contact Fines Victoria or call them on 03 9200 8111 to see if they can help you resolve the issue.
Personal Details	Internal Review and Enforcement Review applications You will need to provide: • First and last name; • Contact number; • Email and postal address; and • identification documents (for example, driver's licence, birth certificate).

	Fines Victoria's online forms will not progress unless you complete the above personal details field. No review or remedies are possible without providing identifying details for your and the fine that Fines Victoria is asked to review. Complaints You will need to provide: • First and last name; and • Email address (and postal address if that is your preferred method of contact). Fines Victoria's online form will not progress unless you complete the above personal details field.
Respondent's Details	You should provide the name of the Victorian enforcement agency that issued the fine and the fine number or other identifying details.
Relevant Facts and supporting information	You should provide details of the grounds on which the application is made. Grounds for applications for Internal Reviews and Enforcement Reviews include: • Person Unaware: you did not know about the fine • Contrary to Law: the fine is invalid or was improperly issued to you • Mistake of Identity: the fine was issued to the wrong person • Exceptional Circumstances: the offence occurred due to an extraordinary or unavoidable situation • Special Circumstances: you have serious personal issues, disorders or difficulties • The Family Violence Scheme: it may be possible to have a fine withdrawn if family violence substantially contributed to the offence or it is not safe to name the responsible person Where applicable, you may need to provide the following: • medical reports; • bank statements; • hospital admissions documentation; • police statements or reports (including mail theft reports made to Victoria Police or Australia Post); • images of the alleged offence (if relevant to your grounds) – for images of Victoria Police issued fines visit view your fine; • travel documentation (for example, copies of flight itineraries, date-stamped passports, boarding passes, or international movement records); • removalist invoices; • tow truck or mechanic's invoices;

	• identification documents (for example, driver's licence, birth certificate); and/or • Motor Vehicle Transfer documents or other proof of sale of a motor vehicle. Please provide as much information and supporting documentation as you can, as this will help to make a decision.
What NOT to include	Do not include false or misleading statements. This may be an offence.
Additional information you need to know	For more information about your fines and your options to deal with them, visit fines.vic.gov.au or call Fines Victoria on (03) 9200 8111. If you need help understanding your options, including whether an Enforcement Review is a good option for you should seek legal advice.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	Internal Review and Enforcement Review applications The easiest way to request a review is online. If you cannot apply for a review online, you will need to request a review either online or by mail. • Online: Click here and follow the prompts. • By post: Download, print and fill out the relevant form available here and send to Fines Victoria GPO Box 1916 Melbourne Vic 3001 If you need help, call Fines Victoria on (03) 9200 8111 (1300 369 819 regional callers). Complaints You can submit a complaint to Fines Victoria online by clicking here. Before deciding whether to submit a complaint, you can contact Fines Victoria or call them on 03 9200 8111 to see if they can help you resolve the issue.
Receipt and timeframes for applications	Generally Generally speaking, if you apply for a review or make a complaint online, you will receive an acknowledgement email immediately.
Assessment	Internal Review applications When Fines Victoria (or an enforcement agency) receives an application for Internal Review, it will generally undertake an initial assessment.

	Once an application for Internal Review has been made, the enforcement agency must review the decision to serve an Infringement Notice on you within the prescribed time of 90 days (with a further period of up to 35 days if additional information has been requested) and suspend any enforcement procedures until the review is complete and you have been informed of the outcome in writing (which must be within 21 days of making the decision). Enforcement Review applications Within 21 days of making a decision, Fines Victoria must inform you of whether your application for review has been successful or not. From there, if the review is successful and the fine is referred back to the enforcement agency, they must decide to either: withdraw the fine (or reissue the fine to the right person), issue a warning, or serve you with a charge or summons to go to the Magistrates' Court within a reasonable time.
Request additional documents	During the review process, the agency may request additional information from you and suspend the review for up to 35 days while awaiting such information. If you do not provide the requested information within 14 days then the agency may review the decision without that additional information (although it has the discretion to consider additional information submitted late).
Outcome	Internal Review applications An enforcement agency may make one or more of the following decisions on having a fine referred back following an application for Internal Review: • confirm the decision to serve an Infringement Notice; • withdraw the Infringement Notice and serve an official warning; • withdraw the Infringement Notice; • withdraw the Infringement Notice and refer the matter to Court (Magistrates' or Children's Court, as appropriate); • in the case of an infringement offence involving additional steps, alter or vary those steps provided the alteration or variation is consistent with the Act or other instrument establishing the offence; • waive all or any prescribed costs; and/or • approve a payment plan. Enforcement review and complaint applications Fines Victoria may make one or more of the following decisions on reviewing an application for Enforcement Review or a complaint: • confirm the decision to serve an Infringement Notice; • remove the collection fee; • cancel the enforcement of the infringement fine; • send confirmation of the outcome to you in the post; and

	• refer the fine back to the enforcement agency.
Additional information you need to know	You should try to provide all relevant information and documentation when you first lodge your complaint. This helps to ensure your concerns are understood and action can be taken as quickly as possible. You should update Fines Victoria about any changes that can impact your complaint, including if the problem has been resolved. It is a good idea to keep a copy of your complaint for your reference.

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Make a complaint	If after making an application for Internal Review or Enforcement Review, you are not happy with the outcome or the service of Fines Victoria, you can make a complaint. Details of the steps involved and process are set out in Steps 1-5 of this Fact Sheet. Before deciding whether to submit a complaint, Fines Victoria recommends contacting them by calling 03 9200 8111 to see if they can help you resolve the issue. If you are not satisfied with the response, you can lodge a complaint.
Victorian Ombudsman	If, after making a complaint to Fines Victoria, you are not happy with the outcome, you can contact the Victorian Ombudsman.

Step 9: Overlapping or Related Jurisdiction to the complaints body?

Complaint body	Description
Victorian Ombudsman	The Victorian Ombudsman take complaints about most organisations involved in the fines system. e Victorian Ombudsman may not be able to assist with complaints about fines issued by Victoria Police. The Victorian Ombudsman is more likely to become involved if you have already requested an Internal Review or Enforcement Review without success, and: • you have clear evidence that the decision to issue the fine was wrong for example because you were not in Victoria at the time; • you cannot go to court because of health or other problems; • you have evidence the agency made an error; and/or • there is evidence of a reoccurring problem that might have a broader impact on the public for example faulty parking meters.

	If a court has dealt with your fine or you have paid your fine in full, the Victorian Ombudsman usually will not be able to assist.
Children's Court	Fines issued to children (anyone under 18 years of age) are managed by the Children's Court and not Fines Victoria. See the Children's Court website for more information.

Need help to preparing or pursuing your complaint?

Below are organisations that may be able to help you to make your complaint, provide support or advocacy during the complaint process or give you more information.

Organisation	Contact Details	How they can help
Fines Victoria	Website: https://online.fines.vic.gov.au/ Telephone: (03) 9200 8111	You can contact Fines Victoria directly if you have any further questions or need assistance with your complaint.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provides interpreting and translation services for people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.
Deaf or Hearing Impaired Users	Telephone: Choose preferred NRS channel then 1800 806 314	Provides communication support for deaf or hearing impaired individuals through the National Relay Service (NRS), where you can choose their channel for assistance.

Self-help tools and additional resources

Resource	How this helps
How to apply for a review	Guidance on how to apply for an Internal Review and an Enforcement Review
How to Make a Complaint	Guidance from Fines Victoria on how to make a complaint.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.