

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.

[The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.]

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.

Independent Broad-Based Anti-Corruption Commission (IBAC)

In this fact sheet, we introduce the Independent Broad-Based Anti-Corruption Commission (**IBAC**). We outline how complaints can be made by affected individuals to IBAC.

The IBAC is an independent body that is responsible for preventing and exposing public sector corruption and police misconduct in Victoria including state and local government, police, parliament and the judiciary. It investigates complaints about public sector corruption and police misconduct.

Legislation and Key Terms

Relevant Legislation:

- [Independent Broad-based Anti-corruption Commission Act 2011 \(the Act\)](#) – key legislation that outlines IBAC's functions, powers and how IBAC works with other public sector integrity organisations.
- [Public Interest Disclosures Act 2012 \(the PID\)](#) – describes IBAC's central role in deciding which complaints are treated as public interest disclosures.
- [Charter of Human Rights and Responsibilities Act 2006 \(the Charter\)](#) - outlines the rights, freedoms and responsibilities of all people in Victoria including IBAC's responsibilities to:
 - act compatibly with the Charter rights and give proper consideration to those rights when making decisions; and
 - ensure that Victoria Police officers and protective services officers have regard to the human rights set out in the Charter.

Key terms:

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected or required.

Complainant: A person who has made a complaint.

IBAC: the Independent Broad-Based Anti-Corruption Commission.

Public Officer: Includes Ministers, MPs, judicial officers, police personnel, public servants (incl. prison staff, school principals, hospital administrators), employees of public statutory bodies, local council employees and individuals exercising public power under contract

Public Body: Includes government departments, statutory authorities, local councils, public hospitals, schools, TAFEs, Corrections Victoria, and by extension, private prisons under contract

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

<u>Corruption by Victorian public sector officers and bodies</u>	
<p>IBAC investigates corruption across the entire Victorian public sector. This includes state and local government departments and agencies, Victoria Police, corrections officers and prison staff, public schools, public hospitals, the Victorian Parliament, and the courts and judiciary.</p> <p>Corruption means misusing public power, position or money for personal benefit or to help others unfairly. This includes, but isn't limited to:</p>	
Sub-category	Example
Bribery	<p>You should make a complaint if someone working in the public sector gives or receives money, gifts or favours to influence decisions or actions. This includes people outside the public sector trying to improperly influence a public employee.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A contractor offers a local council worker free home renovations in return for approving a dodgy planning application.</i> • <i>A prison officer accepts money from a visitor in exchange for smuggling prohibited items into the prison.</i> • <i>A member of Parliament accepts luxury gifts from a developer in exchange for supporting a planning amendment.</i>
Fraud, Theft or Embezzlement	<p>You should make a complaint if someone in the public sector uses dishonest methods to get money, property or a benefit for themselves or someone else. This includes claiming money they're not entitled to, misusing expense accounts, or taking public funds or resources.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A payroll officer at a public hospital creates a fake employee profile and directs wages into their own bank account.</i> • <i>A school finance officer submits fake invoices for cleaning services that were never delivered.</i> • <i>A youth justice centre manager diverts funds meant for programs into a private account.</i>
Misuse of Public Funds or Resources	<p>You should make a complaint if public money or resources are being used for personal benefit or outside of their intended purpose.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A department staff member uses a government fuel card to fill up their personal vehicle over several months.</i> • <i>A TAFE teacher uses public computers and printers for a private tutoring business.</i>

	<ul style="list-style-type: none"> • <i>A court registry officer regularly uses work couriers to send personal packages.</i>
Misuse of Work Information	<p>You should make a complaint if someone in the public sector uses confidential or privileged information for the wrong reasons.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A government employee accesses a colleague's personal file and shares it with others in their workplace.</i> • <i>A local council staff member accesses planning objections to warn their developer friend.</i> • <i>A tribunal officer shares confidential case information with an external party.</i>
Dishonest Use of Influence	<p>You should make a complaint if someone in the public sector uses their role or power inappropriately to benefit themselves or others.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A public housing officer fast-tracks their cousin's application ahead of others in need.</i> • <i>A judge pressures a registrar to allocate cases to a particular barrister they previously worked with.</i> • <i>A corrections officer uses their influence to get a relative hired into a sensitive security role without screening.</i>
Improper Procurement or Contracting Practices	<p>You should make a complaint if goods or services are being bought in a way that avoids fair or competitive processes.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A school principal consistently awards catering contracts to their friend's business without going to tender.</i> • <i>A public hospital administrator directs IT contracts to a company owned by a family member.</i> • <i>A transport authority officer approves equipment purchases from a company they hold shares in.</i>
Exclusions	<p>IBAC does not deal with:</p> <ul style="list-style-type: none"> • Poor service, rudeness or slow responses from government staff (unless it involves corruption or serious misconduct) • Complaints about private businesses or individuals not connected to the public sector • Contract disputes, employment matters, or unfair treatment unless there's evidence of corruption or serious misconduct • Decisions you simply disagree with (e.g. planning, fines, licensing), unless there's evidence of wrongdoing

Misconduct in Public Office

This is serious wrongdoing by someone in a public role, even if they don't benefit personally or financially. It usually involves abusing power, not following proper processes, or failing to act in the public's best interest. This includes, but isn't limited to:

Sub-category	Example
Abuse of Position or Authority	<p>You should make a complaint if someone in a public role uses their powers to harm or unfairly treat others.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • A council officer threatens to delay a planning approval unless a resident supports their campaign for re-election. • A prison officer uses excess force against a prisoner who asked to speak with a lawyer. • A senior department executive bullies junior staff into approving unqualified contractors.
Conflict of Interest	<p>You should make a complaint if someone in a public role doesn't declare or manage a personal interest that could impact their decisions.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • A government grant assessor approves funding for a not-for-profit run by their former partner. • A magistrate rules in a case involving their cousin without declaring the relationship. • A contractor conducting public inspections signs off on properties owned by their spouse.
Failing to Perform Duties Properly	<p>You should make a complaint if a public official doesn't follow proper procedures, neglects their duties, or deliberately avoids taking action when they should.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • A regulator ignores reports of unsafe building practices because the builder is a personal friend. • A public school principal fails to act on multiple complaints about staff misconduct. • A youth justice worker fails to log incidents of violence, despite policy requiring it.
Improper Recruitment or Hiring	<p>You should make a complaint if someone unfairly gives a job or promotion to someone based on personal connection rather than merit.</p> <p><i>Examples:</i></p>

	<ul style="list-style-type: none"> • <i>A department head bypasses the recruitment process and hires a friend without advertising the role.</i> • <i>A judge appoints a close associate to a lucrative court-appointed role without disclosing the relationship.</i> • <i>A prison administrator promotes an underqualified friend into a senior role over better-suited candidates.</i>
Exclusions	<p>IBAC does not deal with:</p> <ul style="list-style-type: none"> • Minor misconduct or workplace issues like bullying or poor management (unless it involves serious abuse of power or corruption) • HR, employment or disciplinary decisions made through standard processes • Misconduct by private individuals or organisations outside of the public sector • Ethical or integrity concerns about a person's character if they don't involve improper use of office

Police Misconduct (Victoria Police only)

You can complain to IBAC about any inappropriate, illegal, or unfair behaviour by Victoria Police employees during or outside their official duties. This includes breaches of human rights, discrimination, abuse of power, and criminal conduct. This includes, but isn't limited to:

Sub-category	Example
Excessive Use of Force	<p>You should make a complaint if a police officer uses more force than is needed in any situation.</p> <p><i>Example: During an arrest, a police officer slams someone into a wall even though the person is not resisting.</i></p>
Discrimination or Prejudice	<p>You should make a complaint if you believe a police officer treated someone unfairly because of their race, disability, religion, sex, gender identity or other protected traits.</p> <p><i>Example: A First Nations teenager is repeatedly stopped and searched without cause while walking home from school.</i></p>
Breach of Human Rights	<p>You should make a complaint if a police officer treats someone in a way that violates their basic rights or freedoms.</p> <p><i>Example: An officer refuses to allow a person in custody access to urgent medical care.</i></p>

Unauthorised Access or Use of Information	<p>You should make a complaint if a police officer accesses, shares, or prints police data without approval.</p> <p><i>Example: A police officer prints out confidential witness statements and leaves them unattended in a public café.</i></p>
Drink Driving or Traffic Offences	<p>You should make a complaint if a police officer breaks road rules, especially if it risks public safety.</p> <p><i>Example: A police officer is seen speeding through a school zone while off duty and not responding to an emergency.</i></p>
Drug Use or Dealing	<p>You should make a complaint if a police officer uses, possesses, or supplies illegal drugs.</p> <p><i>Example: An officer is reported to be taking illicit drugs while off duty and has links to local dealers.</i></p>
Theft or Accepting Bribes	<p>You should make a complaint if a police officer steals property or accepts money, gifts or favours for special treatment.</p> <p><i>Example: A driver is let off a fine after giving an officer a gift voucher for a new restaurant.</i></p>
Unlawful Entry	<p>You should make a complaint if a police officer enters someone's home without legal grounds, such as a warrant or urgent reason.</p> <p><i>Example: Police enter a unit to inspect a vehicle without a warrant, despite being told to leave, and assault the occupants.</i></p>
Not Declaring or Managing Conflicts of Interest	<p>You should make a complaint if an officer does not disclose or manage situations where personal connections might affect their professional decisions.</p> <p><i>Example: A police officer investigates a case involving their sibling without telling their supervisor.</i></p>
Inappropriate Associations	<p>You should make a complaint if a police officer associates with known criminals, bikie gangs or other groups that could damage public confidence.</p> <p><i>Example: An officer is regularly seen socialising with members of a known criminal syndicate.</i></p>
Unauthorised Secondary Employment	<p>You should make a complaint if a police officer has a second job that hasn't been approved or creates a conflict with their police duties.</p> <p><i>Example: An officer works security at a nightclub where drugs are known to be sold and doesn't tell their superiors.</i></p>
Misuse of Police Resources	<p>You should make a complaint if an officer uses police equipment or systems for personal reasons.</p> <p><i>Example: An officer uses a patrol car to run personal errands during work hours.</i></p>

Stalking, Family Violence, or Sexual Misconduct	<p>You should make a complaint if an officer engages in abusive behaviour, including stalking, domestic violence, sexual assault, or harassment.</p> <p><i>Example: A police officer repeatedly contacts their ex-partner after being asked to stop and threatens them with legal consequences.</i></p>
Distributing Offensive Material	<p>You should make a complaint if an officer shares racist, sexist, or offensive content, especially while on duty or using work systems.</p> <p><i>Example: An officer is part of a group chat that shares degrading memes about community members.</i></p>
Falsifying Records	<p>You should make a complaint if an officer deliberately lies or makes false entries in police records.</p> <p><i>Example: A police officer fills in timesheets for hours they didn't actually work.</i></p>
Failure to Follow Policy or Report Misconduct	<p>You should make a complaint if an officer ignores required processes, avoids reporting wrongdoing, or fails to act on complaints or concerns.</p> <p><i>Example: An officer witnesses a colleague assault a person in custody and says nothing about it.</i></p>
Improper or Disgraceful Behaviour On or Off Duty	<p>You should make a complaint if a police officer behaves in a way that brings the police force into disrepute, even outside work.</p> <p><i>Example: A police officer is involved in a public fight while intoxicated at a nightclub.</i></p>
Inconsistent or Biased Application of Police Procedures	<p>You should make a complaint if you believe police officers apply rules or policies differently depending on who they're dealing with.</p> <p><i>Example: A person from a multicultural background is denied a formal caution that is offered to others in similar situations.</i></p>
Additional Info	<p>IBAC can also investigate patterns of misconduct, not just individual incidents. If you believe a police station or unit is regularly targeting or mistreating certain groups or communities, you can still make a complaint.</p>
Exclusions	<p>IBAC does not deal with:</p> <ul style="list-style-type: none"> • Complaints about non-Victoria Police officers (e.g. Australian Federal Police, Protective Services Officers (PSOs) from other states) • Issues with private security guards or transport inspectors • General dissatisfaction with police decisions (e.g. not laying charges, investigation outcomes) unless misconduct or corruption is involved • Complaints better handled by Victoria Police's internal complaints process, unless the issue is serious or systemic

- IBAC investigates only serious misconduct or corruption by PSOs. Routine complaints are usually handled by Victoria Police's Professional Standards Command.

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

Jurisdiction	Description
State <i>IBAC Act, s 67(1)</i>	IBAC is established under the laws of Victoria.
Geographical Scope <i>IBAC Act, s 4(2), 5(a)-(b).</i>	The IBAC can investigate complaints regarding corruption or misconduct of the public sector agencies and organisations in Victoria. IBAC's jurisdiction covers the entire Victorian public sector including all government departments, agencies, local councils, schools and universities, public hospitals, parliamentarians, the judiciary and the police.
Time Limitations <i>IBAC Act, s 67(3).</i>	A person has 1 year from the date they became aware of the conduct to make a complaint to IBAC. If it passes more than 1 year, then the person may have to give an explanation for the delay. If the Commissioner is not satisfied with the explanation, then in its absolute discretion, may not decide to investigate the complaint.
Exclusions	You may not be able to make a complaint to IBAC if they believe on reasonable grounds that the complaint is: <ul style="list-style-type: none"> • Trivial (or not related to IBAC's responsibilities); • Pointless or intended to annoy; • Not serious or unreliable; • Happened too long ago to investigate; • Made with bad intentions or for a wrong purpose; • Been the subject of a complaint or notification which has been investigated or otherwise dealt with already.
Exercise of discretion	Preliminary inquiries IBAC may conduct a preliminary inquiry to help determine whether to dismiss, refer or investigate a complaint or notification. During a preliminary inquiry IBAC can: <ul style="list-style-type: none"> • request more information from a principal officer of a public body; • issue a witness summons requiring a person to produce documents or other things to the IBAC; and • issue confidentiality notices.

	<p>IBAC will exercise its discretion to determine whether a complaint warrants a formal investigation subject to its obligations in relation to responsible use of powers.</p> <p>Own motion investigations by IBAC</p> <p>The IBAC can also start an investigation without a formal complaint. This is called an ‘own motion’ investigation.</p>
Additional Information	<p>Witness</p> <p>If IBAC commences an investigation, you may be called as a witness. This may involve you attending a hearing or producing documents.</p> <p>Confidentiality notices</p> <p>IBAC may sometimes issue “confidentiality notices” as part of an investigation or in response to a complaint you make. If IBAC issues you with a confidentiality notice as part of an investigation or in response to a complaint you make, you:</p> <ul style="list-style-type: none"> • cannot discuss the documents or information IBAC has asked for; • cannot tell anyone IBAC is conducting a preliminary inquiry into a matter, except your legal representative or registered health practitioner; and • must call IBAC first to discuss your options before you discuss confidential matters with an unregistered health professional. <p>Breaching a confidentiality notice is a criminal offence.</p>

Step 3: Who can you make a complaint against?

Respondent	Description
Individuals	<p>Complaints can be made about individuals if they are acting in a public role or performing a public function in Victoria.</p> <p>This includes public servants, councillors, police officers, Members of Parliament, judges, and contractors doing public work.</p> <p>This also includes private individuals or organisations contracted to deliver public services, such as cleaning, security, maintenance, or care services.</p>
State Government Employees and Bodies	<p>Complaints can be made about corruption or serious misconduct by people working for or with state government departments and public authorities.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Public servants • Contractors, volunteers, and secondees working for government bodies • Corrections officers and prison staff (including private prisons under government contract) as well as youth justice centre staff and other detention facility workers

	<ul style="list-style-type: none"> • Staff in: <ul style="list-style-type: none"> ○ Government departments and agencies ○ Public hospitals and health services ○ State primary and secondary schools ○ TAFEs and universities (when performing public functions or managing public funds) ○ Statutory authorities (e.g. WorkSafe, VicRoads, the Victorian Electoral Commission, the Commission for Children and Young People) ○ Land and water management agencies
Local Government (Councils)	Complaints can be made about corruption involving: <ul style="list-style-type: none"> • Local councillors • Council employees and contractors
Victoria Police Employees	Complaints can be made about misconduct or corruption involving: <ul style="list-style-type: none"> • Sworn police officers • Police recruits • Protective Services Officers (PSOs) • Police Custody Officers (PCOs) • Administrative and support staff employed by Victoria Police
Victorian Parliament	Complaints can be made about people connected to the Parliament of Victoria, including: <ul style="list-style-type: none"> • Members of Parliament (MPs) • Electorate officers • Parliamentary officers • Ministerial advisors
Victorian Judiciary	Complaints can be made about judicial officers acting in a public role, including: <ul style="list-style-type: none"> • Judges and magistrates • Tribunal members (e.g. VCAT) • Officials working within: <ul style="list-style-type: none"> • Supreme Court • County Court • Magistrates' Court • Coroners Court • Other Victorian judicial bodies

Exclusions	<p>The IBAC has no power to investigate:</p> <ul style="list-style-type: none"> • Private individuals/companies: Unless delivering public services under contract • Federal bodies: MPs, departments and agencies of the Commonwealth • Other states/territories: Public bodies outside Victoria • Court decisions/traffic fines: Judicial outcomes unless corruption is involved • Minor service issues: Rudeness, delays, or low-level misconduct (e.g. not wearing uniform) • IBAC and IBAC Officers: IBAC Officers are protected from complaints about actions taken in good faith as part of their job. If something goes wrong, responsibility sits with the State of Victoria — not the individual officer.¹
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Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	<p>Any member of the public can make a complaint. Complaints can be about a matter the person has experienced or has become aware of.</p> <p>An alternative to making a complaint is to provide information to IBAC which might trigger an investigation or help IBAC to find ways to prevent corruption.</p>
Pre-requisite steps	<p>After preparing and gathering information in order to file a complaint, such as the alleged conduct, including who was involved, what happened, where and when, and any supporting documentation, the complainant will need to complete the “Make a Complaint” form on the IBAC website, linked here: https://www.ibac.vic.gov.au/report.</p> <p>If you do not want to make a formal complaint about alleged corruption but only wish to provide information to IBAC, you can complete the “Provide Information” form on the IBAC website, also linked here: https://www.ibac.vic.gov.au/report.</p>
Can complaints be made on behalf of someone?	<p>Yes, complaints can be made by third parties who have witnessed or are aware of the matter (but were not directly impacted). Complaints can also be made anonymously without providing a name or contact information. Alternatively, you can elect to provide information to IBAC rather than making a formal complaint.</p>
Exclusions	<p>The IBAC can accept anonymous complaints, however IBAC’s investigation will be limited because IBAC cannot contact you for more information, or discuss the complaint if you follow up.</p>

¹ IBAC Act, s 6(2)(a)

Additional information you need to know	<p>IBAC aims to assess complaints within 45 days. However, sometimes the volume of information and complexity of issues in complaints impacts assessment times.</p> <p>If your complaint is considered a public interest disclosure:</p> <ul style="list-style-type: none"> • your identity as the discloser will not be shared with anyone (except agencies your complaint may be referred to) • you can't be fired, disciplined or bullied for making the complaint • you are protected from legal actions such as defamation and civil liability. <p>If your complaint is not a public interest disclosure, your identity doesn't have to be kept confidential, but:</p> <ul style="list-style-type: none"> • you can't be fired, disciplined or bullied for making the complaint • you are protected from legal actions such as defamation and civil liability. <p>If you are very concerned about your privacy, you can choose to make a complaint anonymously. However, if you make a complaint anonymously, IBAC's investigation will be limited because IBAC cannot contact you for more information, or discuss the complaint if you follow up.</p>
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Step 5: What remedies are available at this body?

Power	Description
Investigation Powers	<p>IBAC has strong powers to uncover corruption or serious police misconduct. These powers include:</p> <ul style="list-style-type: none"> • Compelling people to produce documents or items (e.g. requiring emails, contracts, or records relevant to the complaint) • Entering and searching premises (e.g. offices or homes with a search warrant) • Seizing documents and objects (e.g. computers, files or equipment suspected to relate to wrongdoing) • Using surveillance devices (e.g. placing listening or tracking devices, with appropriate approval) • Intercepting telecommunications (e.g. phone calls or emails, under strict legal authorisation) • Holding private and public examinations (e.g. requiring witnesses to answer questions under oath, sometimes in public hearings) • Requiring people to give evidence: People can be legally required to answer questions, even if it may incriminate them
Investigation Outcomes	<p>After investigating, IBAC may take one or more of the following actions:</p>

- **Make recommendations to improve systems or prevent corruption:** These can be directed to a government agency's CEO, relevant Minister, or the Premier. IBAC can also require a formal response.
- **Publish public reports:** These may detail findings of corruption or misconduct and highlight risks across the public sector to increase transparency and accountability.
- **Produce prevention and education resources:** These include guidance materials for public sector organisations to strengthen integrity and prevent future misconduct.
- **Refer the matter to another agency for action:** This could include internal disciplinary action or other investigation by:
 - the agency involved
 - the Victorian Ombudsman
 - the Victorian Equal Opportunity and Human Rights Commission
 - or another relevant oversight or law enforcement body
- **Lay criminal charges or refer cases for prosecution:** IBAC can:
 - Bring charges directly against individuals under relevant laws
 - Refer matters to the Office of Public Prosecutions (OPP) to consider prosecution

Step 6: Preparing your complaint. What should it include?

Requirement	Description
Format	<p>You can make a complaint in writing:</p> <ul style="list-style-type: none"> • Online: using the online complaint form • Email: by sending your complaint to info@ibac.vic.gov.au. <p>If you would like to make a verbal complaint over the phone, you can also call IBAC on 1300 735 135.</p>
Personal Details	<p>You should generally provide your name and contact details when submitting the initial complaint form.</p> <p>However, if you would like to remain anonymous or you can complete the "Provide Information" form on the IBAC website without providing contact details, also linked here: https://www.ibac.vic.gov.au/report.</p>
Respondent's Details	The complaint should identify who was involved.

Relevant Facts	<p>The key information to include in a complaint is:</p> <ul style="list-style-type: none"> • Details of what happened • when did it happen (for example, date and time) • who was involved • how do I know or assume what happened (did I see or hear it directly myself, did I hear about it from someone else) • did anyone else witness it/who else knows about it • any supporting evidence (for example: CCTV, body worn camera, documents) • has a complaint been made to another body <p>It would also assist in assessing your complaint if you can tell IBAC what the key issues (or 'allegations') are.</p>
What NOT to include	<p>Do not make false or misleading statements. This may be an offence.</p>
Additional information you need to know	<p>If you wish to receive protections as a whistleblower under Public Interest Disclosure laws, you should make a formal complaint rather than just completing the "Provide Information" form. However you will only receive additional protections if IBAC decides your report / complaint is a Public Interest Disclosure.</p> <p>Specifically, if your complaint is considered a public interest disclosure:</p> <ul style="list-style-type: none"> ○ your identity as the discloser will not be shared with anyone (except agencies your complaint may be referred to) ○ you can't be fired, disciplined or bullied for making the complaint ○ you are protected from legal actions such as defamation and civil liability. <p>If your complaint is not a public interest disclosure, your identity doesn't have to be kept confidential, but:</p> <ul style="list-style-type: none"> ○ you can't be fired, disciplined or bullied for making the complaint; and ○ you are protected from legal actions such as defamation and civil liability. <p>If you are very concerned about your privacy, you can choose to make a complaint anonymously. However, if you make a complaint anonymously, IBAC's investigation may be limited. This is because IBAC cannot contact you for more information, or discuss the complaint if you follow up.</p> <p>Alternatively, some Victorian public sector agencies are also authorised to receive public interest disclosures and may have a Public Interest Disclosure Coordinator who you can make a disclosure to, and they will report it to IBAC. This includes the following:</p> <ul style="list-style-type: none"> • State Government Departments:

	<ul style="list-style-type: none"> ○ Department of Premier and Cabinet ○ Department of Education ○ Department of Health ○ Department of Families, Fairness and Housing ○ Department of Treasury and Finance ○ Department of Energy, Environment and Climate Action ○ Department of Jobs, Skills, Industry and Regions ○ Department of Justice and Community Safety ○ Department of Transport and Planning ○ Department of Government Services ● Administrative offices: <ul style="list-style-type: none"> ○ Invest Victoria ○ Latrobe Valley Authority ○ Local Government Inspectorate ○ Major Transport Infrastructure Authority ○ Office of Projects Victoria ○ Office of the Chief Parliamentary Counsel ○ Office of the Governor ○ Office of the Victorian Government Architect ○ Public Record Office Victoria ○ Safer Care Victoria: the Office for Safety and Quality Improvement ○ Service Victoria ○ Victorian Government Solicitor's Office ○ Victorian Skills Authority ● All local councils
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Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	<p>Online form: https://www.ibac.vic.gov.au/report or via email to info@ibac.vic.gov.au.</p> <p>If you have difficulty accessing the online form or prefer to make a complaint over the phone, you can call IBAC on 1300 735 135.</p> <p>If you need help with translation, you can call Translating and Interpreting Service on 13 14 50 or access IBAC's <u>translated resources</u>.</p>

Receipt/ acknowledgement of complaint	After IBAC receives a complaint, if you have provided contact details, it will aim to provide written notice acknowledging receipt within 5 working days, triage the complaint and make contact if further information is required.
Jurisdictional Review	The complaint will be reviewed to determine if it is within the jurisdiction of IBAC or needs to be referred to another body.
Complaint Dismissal or Referral	<p>If IBAC does not find any wrongdoing, IBAC may:</p> <ul style="list-style-type: none"> • make no finding; • take no action; • recommend preventative action if we identify systemic issues and organisational corruption risks. This could include: <ul style="list-style-type: none"> ○ recommendations to strengthen the practices, policies and procedures of the public body ○ providing information to help employees learn how to prevent corruption and misconduct. <p>More generally, outcomes of IBAC investigations may include:</p> <ul style="list-style-type: none"> • making recommendations about matters arising out of the investigation to an organisation's relevant principal officer, the responsible Minister or the Premier and requesting a response (including making recommendations to prevent police misconduct or corruption); • publishing public reports and producing key risk and prevention resources; • referring matters to another entity (including - if appropriate - the public body IBAC investigated) for disciplinary or other action; and • bringing criminal charges as a result of an investigation or referring matters to the Office of Public Prosecution. <p>IBAC does not usually explain why they will not investigate a complaint, but it is generally because it:</p> <ul style="list-style-type: none"> ○ does not involve corrupt conduct or police misconduct; ○ is about a person ABAC cannot investigate; ○ lacks substance or credibility; ○ is frivolous or vexatious; or ○ has already been dealt with by us or another agency.
Additional information you need to know	<p>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.</p> <p>It is a good idea to keep a copy of your complaint for your reference.</p>

	<p>Complainants should also be aware that IBAC may share the outcomes of private and public investigations in its annual reports and investigation reports.</p> <p>A key part of IBAC's corruption prevention and education is preparing and tabling special reports to the Victorian Parliament on major investigations into serious corruption issues or sectors and themes.</p> <p>Special reports examine and discuss the evidence in an investigation. They also provide observations and recommendations on preventing and improving systems in the organisation we are focused on. Sometimes, reports contain 'adverse comment' about witnesses or others involved in the investigation.</p> <p>Under IBAC's duty of 'procedural fairness' or 'natural justice', anyone subject to an adverse comment has the chance to respond before the report is published. They can seek legal advice about their response but this is not publicly funded. IBAC's reports include responses from interested parties.</p> <p>If IBAC decides to identify someone in a report who is not the subject of adverse comment, IBAC must be satisfied it is in the public interest and will not unreasonably damage their reputation, safety or wellbeing.</p>
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Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Internal review opportunities	<p>You can raise concerns about IBAC service standards by sending an email to feedback@ibac.vic.gov.au outlining your experience.</p> <p>Any service complaints about IBAC or IBAC employees will be managed through an internal process that is independent of the area to which the service complaint relates.</p> <p>When the Service Quality and Complaint Resolution Committee receives a complaint, it will:</p> <ul style="list-style-type: none"> ○ acknowledge your complaint in writing; ○ consider all the information provided in the complaint, as well as relevant phone recordings, emails or records; and ○ inform you about the process we followed when considering your complaint and provide you with an outcome. <p>Once the committee has considered the information relating to your matter, they will contact you and provide you with an outcome. This may include:</p> <ul style="list-style-type: none"> ○ taking no further action; ○ making an apology; or ○ making a recommendation of training or other remedial action.
External review/ remedies	<p>Please contact the <u>Victorian Inspectorate</u> if you think IBAC or its officers, have acted corruptly in the performance of their functions, duties or powers.</p>

	<p>For example, complaints may suggest that IBAC or its officers were:</p> <ul style="list-style-type: none"> ○ acting contrary to law ○ unreasonable, unjust, oppressive or improperly discriminatory ○ improperly motivated ○ abusing their power ○ otherwise improper. <p>You can make a complaint to the Victorian Inspectorate via its online complaint form.</p> <p>You can contact the Victorian Inspectorate on 1800 518 197 or info@vicinspectorate.vic.gov.au.</p> <p>If the Victorian Inspectorate decides to investigate a complaint about IBAC or its officers, it must notify IBAC in writing, unless it reasonably believes that giving notice of the investigation could prejudice the investigation of the complaint.</p> <p>Please note: The Victorian Inspectorate cannot overturn an IBAC decision or direct IBAC to alter a decision.</p>
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Step 9: Other bodies that handle complaints about related complaints

Complaint body	Description
Victorian Ombudsman	The Victorian Ombudsman takes complaints about council services, compliance with policies or actions or decisions which may be unreasonable.
Local Council	Each Local Council has a complaints process that can be used to resolve complaints about council services.
Other Victorian public sector agencies	<p>Some Victorian public sector agencies are also authorised to receive public interest disclosures and may have a Public Interest Disclosure Coordinator who you can make a disclosure to, and they will report it to IBAC. This includes the following:</p> <ul style="list-style-type: none"> • State Government Departments: <ul style="list-style-type: none"> ○ Department of Premier and Cabinet ○ Department of Education ○ Department of Health ○ Department of Families, Fairness and Housing ○ Department of Treasury and Finance ○ Department of Energy, Environment and Climate Action ○ Department of Jobs, Skills, Industry and Regions ○ Department of Justice and Community Safety ○ Department of Transport and Planning ○ Department of Government Services

- Administrative offices:
 - Invest Victoria
 - Latrobe Valley Authority
 - Local Government Inspectorate
 - Major Transport Infrastructure Authority
 - Office of Projects Victoria
 - Office of the Chief Parliamentary Counsel
 - Office of the Governor
 - Office of the Victorian Government Architect
 - Public Record Office Victoria
 - Safer Care Victoria: the Office for Safety and Quality Improvement
 - Service Victoria
 - Victorian Government Solicitor's Office
 - Victorian Skills Authority

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
IBAC	Website: https://www.ibac.vic.gov.au Telephone: 1300 735 135 10 am – 4 pm (Monday – Friday, excluding public holidays) Email: info@ibac.vic.gov.au	IBAC staff can assist with your complaint directly.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to 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.
National Information Service	Telephone: 1300 656 419 (Option 2) or 02 9284 9888 Email: infoservice@humanrights.gov.au	Provides information and referrals for individuals, organisations and employers about a range of human rights and discrimination issues. This service is free and confidential.

Self-help tools and additional resources

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