

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.

Victorian Public Transport Ombudsman

In this fact sheet, we introduce the Victorian Public Transport Ombudsman ('PTO'). We outline how complaints can be made by people to the PTO.

The PTO is a free and independent dispute resolution service which helps people resolve complaints about public transport in Victoria and improve public transport for everyone. It is a not-for-profit organisation and is independent of public transport operators and Government.

Key terms:

PTO Limited means Public Transport Ombudsman Limited.

PTV means the Public Transport Development Authority established under section 79A of the *Transport Integration Act 2010 (Vic)*, being the body known as Public Transport Victoria.

Member means any person who is admitted to membership of PTO Limited and therefore bound by the PTO Scheme.

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

Complaints can be made to the PTO regarding public transport in Victoria. The PTO focuses on complaints about, but is not limited to:	
Sub-category	Example
Ticketing and fines	<p>You should make a complaint to the PTO if you have experienced issues with the public transport ticketing system or a fine you have received.</p> <p>The PTO can handle complaints in relation to myki or other ticketing issues as well as public transport fines, in some circumstances.</p> <p>If you request a review of your public transport fine, and the Department of Transport and Planning (DTP) doesn't withdraw the fine, the PTO can help in some circumstances, including:</p> <ul style="list-style-type: none"> personal circumstances such as disability, homelessness, mental illness, family violence or serious addiction to alcohol or other drugs. unexpected or extraordinary circumstances that have resulted in a fine <p>If DTP doesn't withdraw your fine you can make a complaint to the PTO. The PTO will speak with you about your circumstances and see if the PTO can help. If the PTO can help, it will independently look at DTP's decision to fine you. If the PTO can't help, it will explain why, and give you other options for assistance if you need them.</p> <p>Before you complain to the PTO about a fine you have received, you need to ask the Department of Transport and Planning (DTP) to review its decision to fine you.</p> <p>The PTO can't withdraw your fine, only the DTP is able to do this. But the PTO can make recommendations to DTP about the fairness of your fine and can provide DTP with new information or evidence to consider.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> <i>Olivia's Myki card didn't register properly when she tapped on, causing her to be charged a \$200 fine. Olivia makes a complaint to the DTP and requests an internal review. However, the DTP does not withdraw the fine. Olivia decides to make a complaint to the PTO.</i> <i>Freya was fined for not having a valid train ticket, but all the ticket machines at her station were out of order. Freya made a request to the DTP to internally review her fine but the DTP did not withdraw it. Freya decides to make a complaint to the PTO.</i>
Information and customer support	<p>You should make a complaint to the PTO if you have been impacted by a lack of information regarding public transport services or have received poor customer service in relation to public transport services.</p> <p><i>Examples:</i></p>

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	<ul style="list-style-type: none"> <i>John's tram was cancelled without any prior notice, and had to wait an hour for the next one, causing him to miss an important job interview.</i> <i>Isabella wasn't informed about the maintenance works on her tram route, which caused significant delays of more than an hour.</i>
Authorised officers	<p>You should make a complaint to the PTO if you have experienced or been the subject of inappropriate conduct of authorised officers on any public transport.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <i>Mason caught the tram to work and when inspecting Mason's ticket, an Authorised Officer from PTV was very aggressive and intimidating, swearing and using racial slurs towards him.</i>
Service safety, cleanliness, timeliness	<p>You should make a complaint to the PTO if you are concerned about the safety, cleanliness or timeliness of public transport services. You should also make a complaint to the PTO if you have been unable to access a public transport service. This could be as a result of a disability, age or because you have felt unsafe.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <i>James often finds broken glass and litter scattered around the platform at his local station, making it unsafe for passengers.</i> <i>Lea lives with a disability and uses a wheelchair. Lea was heading to the city one night for her best friend's Hen's Night. She was dropped off at the Park and Ride and let the customer service attendant know that she would need the bus to be lowered for her to alight the bus. The bus driver engaged the ramp but did not lower the bus and as a result the ramp was too steep. As a result, Lea's wheelchair was damaged. The bus driver told Lea it was her fault because she was moving too fast. Lea disagreed and decided to make a complaint to the PTO.</i>
Systemic issues	<p>You should make a complaint to the PTO if you are concerned with a more wide-reaching issue within the public transport network which you feel is impacting many people. This could relate to accessible infrastructure, safety or even things related to hidden disabilities.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> <i>Helen is a teacher and was travelling with several people with disability who required assistance to board the train. The group had been waiting in the correct position, but were not aware that they had arrived during the reversal of service, and the next train would be travelling in the opposite direction. When the train arrived they realized it was travelling the other way and they needed to board at the other end of the platform. The train departed before they were able to reach the first carriage. There were several staff members on</i>

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	<p><i>the platform which could have let Helen know that they were waiting at the wrong end of the platform. Helen raised a complaint about this incident with the PTO.</i></p> <ul style="list-style-type: none"> <i>Ronald was trying to catch a tram with his wife in central Melbourne. They were at a so called 'super stop' which is long enough to accommodate two trams in a row and were waiting at the front of the stop when their tram stopped in the second position. Their tram did not stop again when it got to the front position, but just kept going and they were unable to catch it. The tram operator advised in its response that the driver would have stopped the tram again in the front position, had the driver seen that there were passengers with special needs waiting. Ronald was concerned that not all special needs are necessarily visible to the tram driver and more passengers could be adversely affected by the policy. Ronald decides to make a complaint to the PTO to investigate what he felt was a systemic issue.</i>
Other public transport-related activities	<p>You should make a complaint to the PTO if you are concerned about the impact of public transport related activities.</p> <p>The PTO can handle complaints regarding:</p> <ul style="list-style-type: none"> Noise, dust or other disruptions caused by public transport infrastructure projects or maintenance works. Accessibility issues, including where there are issues that make it hard to access or use public transport vehicles or facilities, customer service processes or information. <p><i>Examples:</i></p> <ul style="list-style-type: none"> <i>Ella lives in a generally quiet neighbourhood. She has lived in this neighbourhood for her whole life and has been quite happy. Recently, the dust from maintenance works at Ella's local train station has led to significant respiratory issues (severe asthma). Ella lives several blocks from her local train station, so she is very concerned that the maintenance works have not been properly managed. When she raised her concerns with the site manager, Ella was told there was nothing they could do. Ella is still not satisfied and decides to raise her concerns with the PTO.</i> <i>The lift at Lucas' local train station has been out of order for a month, making it impossible for him to access the platform with his wheelchair.</i>
Additional information	<p>If you're not sure whether to make a complaint, call the PTO on 1800 466 865 from Monday to Friday, 9am to 5pm.</p>

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

Jurisdiction	Description
State	This complaints body has powers to hear complaints under the law of Victoria.
Geographical Scope	The PTO has the power to act on complaints about the conduct of Scheme Members in Victoria.
Time Limitations	While there's no specific deadline, the PTO encourages you to report a complaint as soon as possible after the incident.
Exclusions	<p>Government policy & future services</p> <p>Complaints about government decisions regarding future public transport services, such as bus route changes or train line extensions, are outside the PTO's scope.</p> <p>Fares and pricing</p> <p>The PTO cannot investigate complaints about the price of public transport fares or how those prices are set.</p> <p>Free school bus services</p> <p>Complaints about free school bus services are not within the PTO's jurisdiction.</p> <p>Taxis/Ride-Sharing</p> <p>Complaints about taxis, ride-sharing services (like Uber), or similar services are not handled by the PTO.</p> <p>Freight Trains/Ferries/Airlines</p> <p>The PTO does not handle complaints related to freight trains, ferries, or airlines.</p> <p>Protective Service Officers (PSOs)</p> <p>The PTO cannot investigate complaints about the actions or conduct of Protective Service Officers.</p> <p>Non-PTO Scheme Members</p> <p>The PTO only investigates complaints about Scheme Members, which includes train, tram, and bus operators, and organizations involved in major public transport projects.</p>
Exercise of discretion	<p>The PTO may decline to investigate your complaint if they are of the opinion:</p> <ul style="list-style-type: none"> (a) your complaint does not have any value, is vexatious or was made dishonestly; (b) you do not have sufficient interest in the subject matter of your complaint; (c) an investigation is not necessary;

Jurisdiction	Description
	<p>(d) your complaint is more appropriately or effectively dealt with by any other body.</p> <p>When exercising their discretion, the PTO must not contravene any Commonwealth or State code, licence, regulation or law and must be consistent with the policies of the Victorian Government and PTV.</p>

Step 3: Who can you make a complaint against?

Respondent	Description
Public transport staff	You can make a complaint about any public transport staff, including drivers, conductors, call centre, and customer service staff.
Authorised Officers	You can make a complaint about the behaviour of Authorised Officers.
Tram operators	<p>The PTO can investigate complaints against tram operators or agencies that are PTO Scheme Members of the PTO Scheme.</p> <p>This includes Yarra Trams (Keolis Downer EDI). Yarra Trams operates the metropolitan tram network under a franchise agreement with the Victorian Government. Yarra Trams is responsible for delivering tram services and maintaining the tram network, trams, tram stops, tracks and depots.</p>
Train operators and agencies	<p>The PTO can investigate complaints against the following train operators or agencies that are PTO Scheme Members:</p> <ul style="list-style-type: none"> • Metro Trains Melbourne (Metro) – Metro are a company that operates the metropolitan train network under a franchise agreement with the Victorian Government. • V/Line - V/Line is responsible for running the regional passenger train network, regional rail network infrastructure and inter-town coach services within Victoria. V/Line is a corporation under the State Owned Enterprise Act 1992. • Level Crossing Removal Project (LXRP) - LXRP is delivered under the Major Transport Infrastructure Authority (MTIA). It is responsible for planning and delivering the removal of level crossings across Melbourne, including project development, stakeholder engagement, procurement, construction, and delivery. • Metro Tunnel Project - The Metro Tunnel Project, formerly known as Rail Projects Victoria (RPV) and Melbourne Metro Rail Authority, is the Victorian government body responsible for the design, construction and delivery to service, of the Metro Tunnel Project. • Suburban Rail Loop Authority (SRLA) - SRLA is responsible for planning and delivering Suburban Rail Loop (SRL), an integrated transport and precinct planning project.

Respondent	Description
	<ul style="list-style-type: none"> • VicTrack - VicTrack is a Victorian Government business enterprise, and is the custodial owner of land and infrastructure used for the public train and tram services, including track, signals, buildings and structures and communications networks. VicTrack also owns the majority of the trains and trams that operate on the Melbourne suburban system. Land, infrastructure and trains and trams are leased to operators by the Victorian Government. • Southern Cross Station - Southern Cross Station Pty Ltd is a private company responsible for the management of the station, the major railway station and public transport hub in metropolitan Melbourne.
Bus operators	<p>The PTO can investigate complaints against the following bus operators or agencies that are PTO Scheme Members:</p> <ul style="list-style-type: none"> • BusVic - BusVic is a professional industry association which is a member of the PTO on behalf of most Victorian private bus operators which provide public transport passenger services, except CDC Victoria, Christians Bus, Dysons, Kinetic, SkyBus, Transit Systems (Victoria) - formerly Sita Buslines - and Ventura Bus Lines, which are members of the PTO in their own right. • CDC Victoria - CDC Victoria provide bus services in the Western, Eastern, and North Western suburbs of Melbourne, and the Greater Cities of Ballarat, Geelong, and Mildura. • Christians Bus - Christians Bus provides public transport services in the Regional City of Bendigo and across North West and Western Victoria. • Dysons - The Dyson Group (Dysons) provides bus transport services in Melbourne and wider Victoria, New South Wales and South Australia. • Kinetic - Kinetic is the largest mass transit bus operator in Australia and New Zealand operating one third of Melbourne's bus network under a franchise agreement with the Victorian Government. Kinetic is responsible for delivering bus services for 50 routes across metropolitan Melbourne. • SkyBus - SkyBus operates airport transfer services between Tullamarine and Avalon airports and Geelong, Melbourne and bayside and western suburbs. • Transit Systems Victoria - Transit Systems Pty Ltd operates bus services in Australia, Singapore and London. In 2019 Transit Systems acquired Sita Buslines Pty Ltd and Sita Coaches Pty Ltd, and now trades as Transit Systems (Victoria) Pty Ltd. • Ventura Bus Lines
Department of Transport and Planning	<p>Public Transport Victoria (PTV) administers Victoria's tram, train and bus services, and provides a single contact point for information about public transport services, fares and tickets. PTV is responsible for delivering and managing myki.</p>

Respondent	Description
Exclusions	<p>The PTO cannot handle matters related to government policy / decisions, taxis or ride-sharing services (eg: Uber) or freight trains, ferries or airlines, pricing (and how prices are set) of public transport, routes, areas or how often public transport services run.</p> <p>The PTO also cannot handle complaints which have been handled by a court / tribunal or PTV.</p>

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone in Victorian can make a complaint.
Pre-requisite steps	<p>Before lodging a complaint with the PTO, you must first contact the relevant public transport operator/agency to give them an opportunity to address your issue. You should allow the operator to address your concerns and attempt to resolve the issue.</p> <p>If you are not satisfied with the operator's response or if they fail to address your complaint, you can then submit a complaint to the PTO.</p>
Can complaints be made on behalf of someone?	Yes, complaints may be made on behalf of a complainant by an authorised representative of the complainant.
Exclusions	The PTO cannot investigate complaints about government policy, the price of fares, free school bus services, taxis/ride-sharing, freight trains/ferries/airlines, or Protective Service Officers (PSOs).

Step 5: What remedies are available at this body?

Power	Description
Conciliation	<p>Your complaint will most likely be resolved by a conciliation process, where the PTO will speak with you and the operator to understand the issues and how you would like your complaint to be resolved. This process occurs on the phone (or via email if you prefer, but this takes longer). Once the conciliation process has started, the PTO will contact you within 14 days to discuss the operator's response.</p> <p>If you and the operator agree on an outcome, the PTO will close your complaint and confirm the outcome in writing. If no agreement is reached, the Ombudsman will decide the outcome (eg investigating the complaint or deciding how to resolve the complaint).</p>
Investigation	If you and the operator are unable to reach an agreement, or your complaint contains very complex issues, the Ombudsman will use an investigation. The investigation process is informal and confidential,

Power	Description
	<p>where the Ombudsman will gather information to determine what is a fair and reasonable outcome in the circumstances.</p> <p>During the investigation process, you will need to provide information in support of your complaint (eg. details of times, dates and locations, correspondence between you and the operator and documentation of costs). The operator will also provide information.</p> <p>Within 21 days of starting the investigation, the Ombudsman will contact you to discuss their preliminary assessment and the operator's response. This timeframe may be extended if your complaint is particularly complex or if the Ombudsman requires additional information to resolve your complaint – in which case the Ombudsman will provide you with regular updates every two weeks about the progress of the investigation.</p>
Apologies or explanation	The operator may offer an apology or a detailed explanation of the situation.
Change of policy / process	The PTO may recommend or require changes to the operator's policies or procedures to prevent similar issues from occurring in the future.
Staff training / counselling	The PTO may recommend or require staff training or counselling to address issues related to staff behaviour or competence.
Goodwill gestures	The operator may offer goodwill or compensation payments to address the issue.
Refunds or reimbursements	You may be entitled to a refund or reimbursement for any losses incurred.
Other corrective actions	The PTO may recommend or require other corrective actions, such as better processes or clearer public information.
Additional information you need to know	The PTO handles complaints independently, promptly, and for free, working to find a fair and reasonable outcome. If an agreement can't be reached, the PTO will decide how to progress your case. For example, by investigating further or making recommendations. PTO decisions are not binding on operators.

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

Requirement	Description
Format	<p>Complaints to the PTO can be made in writing or verbally over the phone. You can make a complaint:</p> <ul style="list-style-type: none"> • Online: by filling in the online form here. • Phone: by calling 1800 466 865 from 9am to 5pm, Monday to Friday.

Requirement	Description
	<ul style="list-style-type: none"> Email: by emailing your complaint to enquiries@ptovic.com.au. Post: by sending your complaint by post to: Public Transport Ombudsman, PO Box 538, Collins Street West, Melbourne VIC 8007. <p>You can also connect with the PTO through your preferred National Relay Service or the Translation and Interpreting Service.</p>
Personal Details	You should include your contact information including your full name, phone number and email address.
Respondent's Details	You must include details of the relevant individual, operator or agency which your complaint relates to.
Relevant Facts	<p>You should include details of the complaint including:</p> <ul style="list-style-type: none"> Nature of the Complaint: Clearly explain what happened and why you are making the complaint. Timeline of Events: Provide a chronological account of the incident, including dates, times, and locations. People Involved: If relevant, describe the people involved in the incident. What you are seeking to resolve: What outcome do you want from the complaint? Impact of the Complaint: Explain how the incident affected you. <p>You can also include supporting information including documentation (such as receipts, tickets, correspondence, photos, or witness statements) as well as correspondence you have had with the operator previously.</p>
What NOT to include	Do not include false or misleading statements.
Additional information you need to know	When you lodge a complaint with the PTO, you will receive a copy of your complaint.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	<p>You can make a complaint to the PTO:</p> <ul style="list-style-type: none"> Online: by filling in the online form here. Phone: by calling 1800 466 865 from 9am to 5pm, Monday to Friday.

Step	Description
	<ul style="list-style-type: none"> • Email: by emailing your complaint to enquiries@ptovic.com.au. • Post: by sending your complaint by post to: Public Transport Ombudsman, PO Box 538, Collins Street West, Melbourne VIC 8007. <p>You can also connect with the PTO through your preferred National Relay Service or the Translation and Interpreting Service.</p>
Receipt/ acknowledgement of complaint	The PTO will acknowledge your complaint within 5 business days.
Initial assessment	Following receipt of your complaint, the PTO will undertake an initial assessment to determine whether your complaint falls within its jurisdiction.
Conciliation	<p>The next step in the process is to initiate conciliation between the impacted parties.</p> <p>This involves the PTO speaking with you and the operator to understand the issues and how you would like your complaint to be resolved. This process occurs on the phone (or via email if you prefer, but this takes longer). Once the conciliation process has started, the PTO will contact you within 14 days to discuss the operator's response.</p> <p>If you and the operator agree on an outcome, the PTO will close your complaint and confirm the outcome in writing. If no agreement is reached, the Ombudsman will decide the outcome (eg investigating the complaint or deciding how to resolve the complaint).</p>
Investigation	The PTO will investigate your complaint and work with you and the operator to find a fair and reasonable outcome.
Outcome	<p>The PTO will reach a decision and contact you about the outcome.</p> <p>The PTO also has discretion to finalise an investigation if you stop responding to the PTO's requests for further information, a fair and reasonable outcome has been offered and the PTO are not provided any additional information that has changed this view or it is not appropriate for the PTO to look at the complaint further.</p> <p>You will be sent correspondence from the PTO of the outcome of the complaint.</p>
Additional information you need to know	<p>Timeframe for resolving disputes</p> <p>Generally speaking, most complaints will be resolved within 21 days. Not all complaints resolve within 21 days. It may take longer to resolve a complaint if the PTO need additional information from you or the operator to help us decide what is a fair and reasonable outcome. After the first 21 days have elapsed, the PTO will update you every two weeks about how the investigation is progressing.</p>

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

Avenue	Description
Internal review opportunities	<p>If you have a complaint about how your case was handled by the PTO or how the PTO communicated with you, you can make a complaint. This can include complaints about the PTO's assessment of whether your issue is in its jurisdiction, how the PTO investigated your case or a decision to close your case.</p> <p>Anyone who has accessed or been refused access to the PTO's services can make a complaint. This includes consumers, their authorised representatives and members.</p> <p>Every complaint will be treated seriously and will be reviewed openly, efficiently and fairly.</p> <p>Once the PTO has received your complaint, it will be acknowledged within one business day. Timeframes for handling complaints may vary according to the type of complaint. Generally, complaints about:</p> <ul style="list-style-type: none"> case handling will be resolved within 10 business days; PTO's decision to close a case will be resolved within 28 calendar days. <p>You can lodge your complaint by email here: enquiries@ptovic.com.au</p>
Victorian Ombudsman	<p>If you are still not satisfied with how your complaint has been handled, you can make a complaint to the Victorian Ombudsman if the complaint relates to a broad aspect of the PTO's operation (not related to a specific case).</p>
Courts or tribunals	<p>You may also be able to make a complaint to courts and tribunals depending on the nature of your complaint.</p>

Step 9: Other bodies that handle complaints about public transport related complaints

Complaint body	Description
Public Transport Victoria (PTV)	<p>PTV administers Victoria's tram, train and bus services, and provides a single contact point for information about public transport services, fares and tickets. PTV is responsible for delivering and managing myki.</p> <p>Website: https://www.ptv.vic.gov.au/</p> <p>Phone: 1800 800 007</p> <p>Access the online complaint form here.</p>
V/Line	<p>V/Line is the main public transport services provider for regional Victoria.</p> <p>Website: https://www.vline.com.au/</p> <p>Phone: 1800 800 007</p>

Consumer Affairs Victoria (CAV)	<p>CAV handles complaints related to consumer issues.</p> <p>Website: https://www.consumer.vic.gov.au/</p> <p>Phone: 1300 55 81 81 or 132 VIC (132 842) 9 am to 5 pm Monday to Friday (except public holidays).</p>
Victorian Department of Transport and Planning	<p>The Victorian Department of Transport and Planning (DTP) brings together key transport, planning, land, precinct and policy functions within a single department to create thriving places and connected communities.</p> <p>Website: https://www.vic.gov.au/department-transport-and-planning</p> <p>Phone: 03 9655 6666</p>
Victorian Ombudsman	<p>The Victorian Ombudsman handles complaints regarding an action or decision made by a Victorian public organisation, including those related to public transport government entities or agencies.</p> <p>Website: https://www.ombudsman.vic.gov.au/</p> <p>Phone: 1800 806 314</p> <p>Access the complaint form here.</p>
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	<p>VEOHRC helps people resolve complaints of discrimination, sexual harassment and racial or religious vilification through a free and impartial complaint resolution service with the aim of reaching a mutual agreement.</p> <p>Website: https://www.humanrights.vic.gov.au/</p> <p>Phone: 1300 292 153</p> <p>Access the complaint form here.</p>
Australian Human Rights Commission (AHRC)	<p>The AHRC can handle complaints about discrimination that occurs in employment, education, the provision of goods and services, accommodation, sport or the administration of Commonwealth laws and services. If you have experienced discrimination, bullying or harassment on the basis of you ex, disability, race, age or sexual preference the AHRC may be able to help.</p>
Office of the Victorian Information Commissioner (OVIC)	<p>OVIC handles complaints about the way personal information has been handled by Victorian Government agencies and some private organisations.</p> <p>Website: https://ovic.vic.gov.au/</p> <p>Phone: 1300 006 842 (1300 00 OVIC) between 9:30am to 4:30pm on Mondays to Friday</p> <p>Access the complaint form here.</p>
Office of the Australian Information Commissioner (OAIC)	<p>The OAIC can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions that are made by Australian Government agencies and ministers.</p>

Independent Broad-based Anti-corruption Commission (IBAC)	IBAC investigates complaints of corruption and police misconduct across the Victorian public sector, including Victoria Police. Website: https://www.ibac.vic.gov.au/ Phone: 1300 735 135 between 10 am – 4 pm (Monday – Friday, excluding public holidays). Access the complaint form here.
National Anti- Corruption Commission (NACC)	The NACC handles complaints about serious or systemic corruption in the Australian Government public sector.

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
PTO	Website: https://www.ptovic.com.au/ Email: enquiries@ptovic.com.au Telephone: 1800 466 865 (Monday-Friday)	You can contact the PTO directly for assistance with preparing your complaint.
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.

Self-help tools and additional resources

Resource	How this helps
Where to make a complaint	A list of complaint services depending on your complaint type from the PTO.
How to make a complaint	Information from the PTO about how you can 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.