

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 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 Civil and Administrative Tribunal

In this fact sheet, we introduce the Victorian Civil and Administrative Tribunal ('VCAT'). We outline how complaints can be made by complainants to the Tribunal.

VCAT is an independent tribunal that helps people resolve disputes across a wide range of areas, from renting and building issues to discrimination, guardianship, consumer problems and planning decisions. It's designed to be more accessible than a court, and many people represent themselves.

While you don't need a lawyer to go to VCAT, it's still a legal process, and it's important to prepare. Some matters are not handled by VCAT, especially if they involve federal law, or parties outside Victoria. In those cases, a Victorian court may be the right place to take your complaint.

Legislation and Key Terms

Relevant Legislation:

- [Victorian Civil and Administrative Tribunal Act 1998 \(Vic\)](#)

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.

Division: A section of VCAT that deals with a specific type of dispute, such as housing, discrimination, planning, guardianship, or professional conduct.

Jurisdiction: The legal power VCAT has to hear certain types of disputes, usually limited to matters that happen in Victoria under Victorian law.

Order: A legally binding decision made by VCAT. Orders can require someone to pay money, do something, stop doing something, or confirm rights and obligations.

Remedy: The outcome you can seek from VCAT to fix your problem, such as compensation, repairs, refunds, or changes to a contract.

Respondent: The person, business, or organisation the complaint is made against.

Tribunal: A body like VCAT that makes legal decisions but is usually quicker, less formal, and less costly than a court.

VCAT: Victorian Civil and Administrative Tribunal

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

VCAT has the legal power to hear and decide a wide range of disputes and applications under Victorian law. These are grouped into specific categories based on the type of issue or decision involved.

Each category below outlines the types of complaints VCAT can hear, along with examples of common situations:

- A. Residential Tenancies**
- B. Civil Division**
- C. Administrative Division**
- D. Human Rights Division**
- E. Guardianship and Powers Division**
- F. Professional Conduct and Special Categories**
- G. Additional Information**

A) Residential Tenancies

VCAT can resolve complaints and disputes between renters (tenants or residents) and rental providers (landlords or accommodation operators) across a range of housing types (find issues and section numbers [here](#)). This includes private rentals, social housing, rooming houses, caravan parks, and supported accommodation.

You can make a complaint if you're a:

- **Renter or resident**
- **Landlord or rental provider**
- **Co-tenant or sub-tenant**
- **Support worker, guardian, or advocate acting for someone in housing stress**

This includes, but is not limited to:

Sub-category	Example
Disputes about bonds (rental deposits) <i>Residential Tenancies Act 1997 s419A</i>	You should make a complaint if there's a disagreement about who should get the bond money at the end of a rental. This includes situations where the rental provider claims part of the bond for cleaning, damage, unpaid rent or other costs, and the renter disagrees with the amount or reason. <i>Example: After moving out of her share house, Chloe was told she wouldn't get her full bond back because of "extra cleaning", even though she had arranged professional cleaners.</i>

Repairs and maintenance	You should make a complaint if the rental property needs repairs and the rental provider hasn't fixed them in a reasonable time. This covers both urgent repairs (like no heating or gas leaks) and non-urgent repairs (like leaking taps or broken lights) that affect your ability to live safely or comfortably in the property. <i>Example: George lived in a rental unit with a broken heater during winter. Despite reporting it multiple times, the landlord didn't fix it for over a month.</i>
Rent increases <i>Residential Tenancies Act 1997 s206X, s206ZB & s452(3A)</i>	You should make a complaint if your rent has been increased in a way that feels unfair or unlawful. This includes rent increases that are too high, not in line with market rent, or done without proper notice. <i>Example: Leila received a rent increase notice from her community housing provider that doubled her rent without any clear explanation or proper notice.</i>
Ending a rental agreement	You should make a complaint if there's a dispute about how or why the rental agreement is ending. This includes notices to vacate, eviction attempts, early lease terminations, or disagreements about how much notice was given. <i>Example: Sandeep's family was given a notice to vacate because the landlord claimed they needed to move back in. A week after they left, the property was listed for rent again.</i>
Compensation for breach of duty <i>Residential Tenancies Act 1997 s 209</i>	You should make a complaint if the other party hasn't followed the rental agreement or the law, and it's caused you loss or damage. This includes failure to repair, unlawful entry, or damage caused by delays or inaction. <i>Example: Mary reported a leaking pipe in the ceiling for months. When it collapsed, her belongings were water damaged and she had to move out for repairs.</i>
Access and entry rights	You should make a complaint if someone enters or restricts access to the rental property without following the rules. This includes landlords entering without notice or permission, or renters blocking access for valid inspections. <i>Example: Tran's landlord entered her unit several times without notice, including late at night and while she was asleep.</i>
Modifications and accessibility	You should make a complaint if you've been refused permission to make small changes to the property, or if you need changes to help with a disability. This includes requests to hang picture hooks, install safety rails, or make accessibility modifications. <i>Example: Carlos, who uses a wheelchair, asked to install a ramp at the front step. The rental provider refused without providing a reason.</i>
Rooming house disputes	You should make a complaint if you live in a rooming house and there's a problem with the rules, rent, or conditions. This includes unlawful evictions, unsafe or unhygienic shared spaces, or disputes about fees or house rules.

	<i>Example: Minh, who lived in a rooming house while studying, was told to leave immediately after asking for a working lock on his door.</i>
Caravan park and movable dwelling disputes	You should make a complaint if you live in a caravan park or similar and there's a disagreement about rent, conditions, or being made to leave. This includes site agreements, rent increases, maintenance problems, or unfair eviction from long-term sites. <i>Example: Donna had lived in a caravan park for over a decade. One day she received a handwritten note telling her to vacate within a week.</i>
Supported residential services and disability accommodation	You should make a complaint if you live in supported or disability accommodation and you have a dispute about your treatment, housing conditions, or fees. This includes being moved without notice, being charged unlawful fees, or being denied access to your support needs. <i>Example: Rosa, who lived in supported disability housing, was told she would be moved to another facility with no explanation or consultation.</i>
Rental database disputes (blacklisting)	You should make a complaint if you've been listed on a tenancy database and believe the listing is incorrect, unfair, or unlawful. This includes situations where you were listed without notice, for reasons not allowed under the law, or due to someone else's actions. <i>Example: Kevin found out he had been blacklisted on a tenancy database after being rejected from multiple rentals. The listing came from a housemate dispute he wasn't involved in.</i>
Family violence protections <i>Residential Tenancies Act 1997 s91V, s206AG & s207M</i>	You should make a complaint if you need to stay in or leave a rental property because of family violence. This includes removing someone from the lease, transferring the lease to your name, or ending a lease early to escape harm. <i>Example: Noura was listed as a co-tenant with her ex-partner, who had been removed from the property by police after an incident. She wanted to stay in the home without him.</i>
Disputes over rent arrears and hardship <i>Residential Tenancies Act 1997 s91U</i>	You should make a complaint if you've fallen behind on rent and are being asked to leave, but you're experiencing serious hardship. This includes illness, disability, job loss, or other circumstances affecting your ability to pay. <i>Example: Joseph fell behind on rent after being injured at work. He was served a notice to vacate while still recovering.</i>
Urgent matters (reinstatement, safety, essential services)	You should make a complaint if something urgent has happened that affects your health, safety or ability to live in the home. This includes being locked out without notice, having essential services cut off, or facing immediate danger in the property. <i>Example: Farrah came home from work to find the locks changed and her belongings inside. There had been no notice or formal eviction process.</i>
Pets in rentals	You should make a complaint if your rental provider has refused your request to keep a pet without a valid reason. Under the law, a rental provider can only say no to pets if they apply to VCAT and get

	permission. If they haven't done this, you have the right to challenge their refusal. <i>Example: Zara applied to keep a small dog in her rental. The landlord said no without giving a valid reason. She wanted VCAT to decide if the refusal was reasonable.</i>
Exclusions	VCAT cannot handle: • Disputes about tenancy issues in other states or territories: VCAT can only hear residential tenancy matters where the property is located in Victoria. • Complaints solely about the conduct of a housing provider (not connected to a tenancy dispute): For example, general concerns about rudeness or service delivery aren't within VCAT's tenancy powers. • Applications about fencing or boundary disputes: These must go to the Magistrates' Court or the Dispute Settlement Centre of Victoria. • Complaints about a community or public housing provider's general behaviour or service, unless it directly relates to a tenancy problem like repairs, eviction or rent. Issues like rudeness, long wait times, or poor case management must be taken to a different complaints body.

B) Civil Division

This division covers a wide range of disputes about contracts, goods, property rights, services, shared buildings, and retail leases. It includes claims about money owed, broken agreements, damage to goods, building works, and co-owned land.

Anyone can use this division: renters, owners, consumers, tradespeople, business owners, owners corporation members, or neighbours. This includes, but is not limited to:

Sub-category	Example
Consumer and trader disputes (goods and services)	You should make a complaint if someone hasn't delivered what they promised in a purchase or service contract. This includes disputes about faulty goods, poor workmanship, unmet warranties, and contracts that weren't followed properly. <i>Example: Rita hired a contractor to paint her house, but the job was left unfinished and the paint began to peel within weeks.</i>
Claims about unpaid fees, invoices or debts	You should make a complaint if someone owes you money under a written or verbal agreement, and they're refusing to pay. This can involve loans, unpaid invoices, or failure to pay for goods or services already received. <i>Example: Daniel completed website design work for a small business, but the final invoice wasn't paid after several follow-ups.</i>

Disputes over goods bought or sold	You should make a complaint if there's a dispute about second-hand goods, personal property, or ownership of an item. This includes items sold through private sales, marketplaces, or informal agreements. <i>Example: Tash bought a used car that broke down after two days. The seller refused to return the money or fix the issue.</i>
Domestic building disputes	You should make a complaint if you're in conflict with a builder or contractor about construction, renovations, or building defects. This includes work that is incomplete, poorly done, or not in line with building standards or permits. <i>Example: Fatima hired a builder to extend her kitchen. The work stalled for months, and the structural supports were unsafe.</i>
Co-owned land disputes	You should make a complaint if you co-own land with someone else and there's a disagreement about how it should be used, managed, or sold. This applies to both residential and commercial land shared by two or more owners. <i>Example: Eddie and his cousin inherited a property together, but disagreed over whether to rent it out or sell it. Eddie wanted to divide or force a sale.</i>
Owners corporation disputes (body corporate)	You should make a complaint if you're part of an owners corporation (body corporate) and there's a dispute about fees, repairs, rules, meetings, or decision-making. This includes issues between lot owners, owners corporations, or with the manager. <i>Example: Claire's apartment building needed urgent roof repairs. The owners corporation refused to act, and she was charged penalties for speaking out.</i>
Retail lease disputes	You should make a complaint if you run a business and there's a disagreement about a retail lease with the landlord or tenant. This includes rent increases, outgoings, lease renewals, repairs, or misrepresentations before signing the lease. <i>Example: Jin, who owns a hair salon, was charged double rent during the pandemic despite a clause allowing rent relief. The landlord wouldn't negotiate.</i>
Disputes about private loans and guarantees	You should make a complaint if you've lent money privately (not through a bank) and the borrower refuses to repay it. This includes disputes over personal guarantees for loans or leases. <i>Example: Linda lent \$12,000 to a friend to help with legal fees, but he claimed there was no repayment agreement despite written messages.</i>
Water flow, fences, or damage from neighbouring land	You should make a complaint if water, tree roots, fences, or structures from a neighbouring property are causing damage or interference. This includes water runoff, flood damage, or encroachments. <i>Example: Paul's neighbour raised their driveway, causing stormwater to flow directly into Paul's garage during heavy rain.</i>

Vehicle sale or repair disputes	You should make a complaint if there's a problem with a vehicle you bought, sold, or had repaired, and it wasn't fixed or delivered properly. This includes unsafe repairs, misrepresentation during a sale, or breaches of warranty. <i>Example: Amira paid for major repairs on her car, but the workshop returned it with the same engine fault and refused a refund.</i>
Credit repair or payday lending disputes with local providers	You should make a complaint if you signed a contract in Victoria with a business promising credit repair, short-term lending, or rent-to-own deals, and the service was misleading, harmful, or not delivered. VCAT can sometimes hear these disputes if they fall under state consumer law. <i>Example: Naomi paid \$800 to a "credit fix" service to remove a default listing. They stopped replying after she signed up and nothing was removed.</i>
Exclusions	VCAT cannot handle: • Car accident disputes (e.g. insurance liability or damages): These are civil damages claims, typically dealt with in court. • Disputes involving interstate or Commonwealth parties under federal law: VCAT cannot determine claims that involve federal subject matter (e.g. Centrelink, Australia Post, NDIS Commission). • Claims involving companies that are deregistered or in liquidation: VCAT lacks jurisdiction once a company is legally deregistered or under external administration. • Intellectual property, defamation or complex torts: These are not matters VCAT is empowered to hear - they must go to a court. • Disputes that have already been heard and determined by a court or tribunal: VCAT cannot rehear or re-decide finalised matters.

C) Administrative Division

This division mostly deals with reviewing decisions made by government departments, councils, boards, and regulators. If you've received a decision you think is wrong or unfair, like a rejected licence, unfair tax bill, or denied permit, you can often challenge it at VCAT. This includes, but is not limited to:

Sub-category	Example
Planning permit decisions	You should make a complaint if your council (or another planning authority) has refused, cancelled, or imposed conditions on a planning permit, or if they haven't made a decision in time. This includes building works, rezoning, or land use changes.

	<i>Example: Freya applied to build a small granny flat in her backyard. Council refused the permit, claiming it didn't meet setback requirements.</i>
Failure to decide planning matters	You should make a complaint if your permit application wasn't decided within the time allowed by law. This lets you bring the matter straight to VCAT after the deadline passes. <i>Example: Arjun applied to subdivide a property. Three months passed without a decision, even after follow-up. He wanted the application to be assessed independently.</i>
Planning conditions, amendments, or enforcement	You should make a complaint if the authority imposed conditions on your planning approval that you believe are unreasonable, or if you're subject to an enforcement notice. This includes permit cancellations, changes to use, or directions to stop work. <i>Example: Leonie received an enforcement notice to remove a shade structure she built in her café courtyard. She believed the permit covered it.</i>
Local law decisions by councils	You should make a complaint if your local council made a decision under its local laws that you think was wrong or unreasonable. This includes parking permits, animal controls, use of public land, or tree removals. <i>Example: Angelo was refused permission to remove a dangerous tree near his driveway, despite arborist reports showing it was unstable.</i>
Animal control and dangerous dog declarations	You should make a complaint if your dog or another animal has been declared dangerous, menacing, or a restricted breed. This includes registration bans, orders to surrender an animal, or destruction orders. <i>Example: A council declared Priya's dog a restricted breed after a neighbour's complaint. She believed the breed assessment was wrong and the dog had no history of aggression.</i>
Licensing decisions (business, transport, trades)	You should make a complaint if a regulator has refused, cancelled, suspended, or put conditions on a licence you need for work or business. This includes taxi licences, security licences, trade licences, or registration as a building practitioner. <i>Example: Sam had his security licence suspended after an old police charge was flagged in a background check, even though it had been dropped.</i>
WorkSafe decisions (workers compensation disputes)	You should make a complaint if you've been denied workers compensation, treatment, or support by WorkSafe (or its agent), and you've gone through the conciliation process. This includes decisions about weekly payments, medical expenses, or permanent impairment. <i>Example: Nina injured her back while working in a warehouse. WorkSafe's agent stopped her weekly payments, saying her condition had resolved, even though her doctor disagreed.</i>

TAC decisions (Transport Accident Commission)	You should make a complaint if you've been injured in a transport accident and TAC refused or limited your entitlements. This includes decisions about treatment, support services, loss of income, or dependency benefits. <i>Example: Harley was hit while crossing the road. TAC approved hospital costs but denied support for at-home care, which his treating team said he urgently needed.</i>
State Revenue Office (SRO) decisions	You should make a complaint if you received a land tax, stamp duty, or other state tax bill that you believe is wrong or unfair. This includes exemption refusals, penalty charges, or incorrect valuations. <i>Example: Ying was sent a large land tax bill for a property she believed qualified for a principal place of residence exemption.</i>
FOI (Freedom of Information) decisions	You should make a complaint if a government agency refused to give you access to documents you asked for under FOI, or delayed or restricted what you received. This includes refusals, redactions, or delayed responses. <i>Example: Leo asked a department for documents relating to his previous case. They refused access on vague "public interest" grounds.</i>
Transport regulation reviews	You should make a complaint if you've received a decision under transport law that affects your rights or business. This includes vehicle registration, rail safety matters, or public transport regulation. <i>Example: Serena, a truck driver, had her vehicle permit cancelled due to a minor breach she'd already rectified. The cancellation was affecting her ability to earn income.</i>
Freedom of Information (FOI) - delay or refusal	You should make a complaint if an agency has taken too long or refused to provide documents you've requested under Victoria's FOI laws. <i>Example: Nathan requested documents from a local council about an environmental decision affecting his property. Months passed and he received no documents or explanation.</i>
Exclusions	VCAT cannot handle: • Building permit decisions: These are decided by the Building Appeals Board, not VCAT. • Complaints about council staff or conduct: These should go to the Victorian Ombudsman or relevant integrity body. • Planning matters taken over by the Minister: If the Minister "calls in" a matter under the Planning and Environment Act, VCAT must stop hearing it.

D) Human Rights

This division deals with discrimination, harassment, privacy, and access to public spaces or information. Most complaints come from people who've been treated

unfairly, harassed, or denied access to a service, space, or opportunity because of who they are.

You can usually apply if the issue happened in Victoria, within the last 12 months, and falls under the Equal Opportunity Act, Health Records Act, Privacy and Data Protection Act, or Racial and Religious Tolerance Act. This includes, but is not limited to:

Sub-category	Example
Discrimination in employment, education, housing, or services	You should make a complaint if you were treated unfairly because of a personal attribute (like race, gender, disability, religion, age, sexuality, or pregnancy). This includes being refused a job, promotion, enrolment, housing, or service for discriminatory reasons. <i>Example: Nina, who wears a hijab, applied for a job at a retail store. During the interview, the manager asked if she could “look more modern” and later rejected her without feedback.</i>
Sexual harassment	You should make a complaint if someone made unwanted sexual comments or behaviour towards you, especially at work or while accessing a service. This includes touching, suggestive comments, emails, or jokes of a sexual nature. <i>Example: Sophie’s manager repeatedly made comments about her appearance and once touched her lower back during a work event, even after she told him to stop.</i>
Victimisation for making or supporting a discrimination complaint	You should make a complaint if you were punished or treated badly because you complained about discrimination, or supported someone else who did. This includes being fired, excluded, demoted, or threatened after speaking up. <i>Example: Luis gave a statement in support of a colleague’s discrimination claim. Weeks later, he was taken off important projects and given a warning for “poor attitude.”</i>
Discriminatory standards, rules or policies	You should make a complaint if a workplace, school, or organisation has a rule or policy that unfairly affects people with a particular attribute (even if it wasn’t intended to discriminate). This is called indirect discrimination. <i>Example: A private school required all students to wear the same style of hat, which made it impossible for Jasmeet to wear her religious head covering.</i>
Disability access to public buildings or services	You should make a complaint if a public building, service or business isn’t accessible to people with disability. This includes a lack of ramps, signage, accessible toilets, or communication support. <i>Example: David, who uses a wheelchair, couldn’t enter a popular local café because the front step had no ramp and staff refused to serve him at the door.</i>
Requests for exemption from	You should make a complaint (or application) if your organisation wants to temporarily be exempt from discrimination laws. This

equal opportunity laws	usually applies to faith-based schools, service providers, or organisations with special programs. <i>Example: A religious organisation wanted to run a housing service for women of a particular faith and applied for an exemption from sex discrimination laws.</i>
Sexual harassment or discrimination in club memberships	You should make a complaint if you were treated unfairly when trying to join, stay in, or take part in a club or association. This includes sporting clubs, social clubs, and professional associations. <i>Example: Anjali was denied membership to a business club after male board members said her “youth and gender” might make her a poor fit.</i>
Racial or religious vilification	You should make a complaint if someone incited hatred, serious contempt, or severe ridicule against you because of your race or religion. This includes public hate speech, graffiti, posters, or online abuse. <i>Example: Zaid found flyers in his neighbourhood blaming a specific religion for “ruining Australia” and naming individuals from his local mosque.</i>
Breach of health privacy (Health Records Act 2001)	You should make a complaint if a health provider or organisation collected, used, or shared your health information without permission, or refused you access. This includes GPs, hospitals, psychologists, or allied health professionals. <i>Example: Eliza asked her GP clinic for a copy of her medical records. The receptionist refused, saying “we don’t do that,” and wouldn’t explain further.</i>
Breach of personal data privacy (Privacy and Data Protection Act 2014)	You should make a complaint if a Victorian public sector body misused your personal data or breached your privacy rights. This includes information stored by government departments, local councils, or public schools. <i>Example: After applying for a community housing program, Mai discovered her application, including her mental health details, was emailed to a local newspaper.</i>
Exclusions	VCAT cannot handle: • Complaints that don’t relate to a protected attribute: General unfairness or rudeness that isn’t based on race, sex, disability etc. is not unlawful discrimination. • Conduct that occurred outside Victoria: VCAT can only hear Equal Opportunity and privacy matters that happened within Victoria. • Privacy complaints that haven’t gone to the relevant Commissioner first: You usually need to complain to the Office of the Health Complaints Commissioner or the Office of the Victorian Information Commissioner before going to VCAT. • Privacy complaints against federal or private organisations: VCAT cannot hear complaints involving private businesses (unless they’re health providers) or federal bodies.

E) Guardianship and Powers Division

This division covers decisions for people who can't make decisions for themselves due to disability, illness or injury. It also includes disputes about powers of attorney, advance care directives, and voluntary assisted dying (VAD) eligibility.

You can make a complaint if you're a person with impaired capacity, their carer, family member, guardian, support worker, or someone affected by the decisions being made.

Sub-category	Example
Appointing a guardian or administrator	You should reach out to VCAT if a person can't make decisions about their personal or financial matters and needs someone legally appointed to help. Guardians make personal and lifestyle decisions (e.g. housing, services), while administrators manage money and property. <i>Example: Lena's adult son Daniel has a severe brain injury. He can't manage his bank accounts or consent to medical treatment. Lena applied to be appointed as his administrator and guardian.</i>
Changing or ending a guardianship or administration order	You should make a complaint if you think a current guardian or administrator isn't acting in the person's best interests, or is no longer needed. This includes concerns about misuse of money, unsafe decisions, or overstepping powers. <i>Example: Marco became concerned that his aunt's administrator was spending her money on personal holidays and not paying her care home fees.</i>
Reviewing a guardianship or administration order	You should make a complaint if circumstances have changed and the order might need to be updated. This could include improved capacity, a breakdown in the relationship, or changes to a person's health or needs. <i>Example: Zahra recovered her decision-making capacity after a stroke. Her social worker supported her in asking for the guardianship order to be revoked.</i>
Making urgent guardianship or administration orders	You should make a complaint if there's an urgent need to protect a person with disability, for example, to stop them from being moved or exploited. VCAT can appoint someone temporarily while things are investigated. <i>Example: Police found James, a man with an acquired brain injury, living in unsafe conditions after his support person disappeared with his money. VCAT appointed a temporary administrator.</i>
Powers of attorney disputes	You should make a complaint if you believe someone is abusing or misusing a power of attorney, or if you need help to interpret or apply one. This includes financial, medical, or personal powers of attorney made under the Powers of Attorney Act 2014.

	<i>Example: Kiran's sister was using their mother's enduring power of attorney to sell household items, even though their mother was still capable of making her own decisions.</i>
Reviewing or cancelling a power of attorney	You should make a complaint if you believe a power of attorney should be changed or cancelled due to misuse, conflict, or lack of capacity when it was made. VCAT can also decide if the person making the power had capacity at the time. <i>Example: Alex's uncle created a power of attorney after being diagnosed with dementia. The family was divided over whether he understood what he was signing.</i>
Medical treatment decision-making	You should make a complaint if you disagree with a decision made about someone's medical care because of their impaired capacity. VCAT can decide who should act as their medical treatment decision-maker or resolve conflicts about treatment. <i>Example: When Elias lost consciousness after a stroke, two family members disagreed over whether to continue intensive treatment. Neither had a clear legal appointment.</i>
Advance care directive disputes	You should make a complaint if there's a conflict about following or interpreting a person's advance care directive. This includes whether it's valid, what it means, or whether it applies in the current situation. <i>Example: Tanya's mother had written an advance care directive refusing certain treatments. After a fall, a hospital tried to override it, claiming it didn't apply.</i>
Voluntary Assisted Dying (VAD) capacity or eligibility	You should make a complaint if there's a disagreement about whether someone has decision-making capacity for VAD, or whether they meet the legal criteria. This applies only to decisions made under the Voluntary Assisted Dying Act 2017. <i>Example: Trent's palliative care doctor refused to proceed with a VAD request, saying Trent didn't have decision-making capacity. His family disagreed and wanted VCAT to assess his eligibility.</i>
Exclusions	VCAT cannot handle: • Making or witnessing a power of attorney: VCAT can interpret or revoke powers, but cannot create or certify new ones. • General medical complaints (e.g. poor service or incorrect treatment): These go to AHPRA or the Health Complaints Commissioner, unless they relate to consent or decision-making capacity.

F) Professional Conduct and Special Categories

This section covers reviews or decisions made about professional behaviour, worker screening, or accreditation, especially for roles that involve children, vulnerable

people, or regulated services. VCAT can also hear certain disciplinary matters where someone may face disqualification or deregistration.	
Sub-category	Example
Unsatisfactory professional conduct or misconduct (legal profession)	You should make a complaint if you've been subject to findings of misconduct by the Legal Services Commissioner, and you want to challenge the decision or penalty. VCAT can also hear complaints referred by the Commissioner. <i>Example: Melissa, a solicitor, was found guilty of professional misconduct for failing to disclose a conflict of interest. She believed the finding was incorrect and the penalty too severe.</i>
Disciplinary hearings for registered professionals (e.g. teachers, architects, builders, surveyors)	You should make a complaint if a registration board has referred your conduct to VCAT for hearing and potential disciplinary action. This includes allegations of unprofessional behaviour, dishonesty, or breaches of standards in your field. <i>Example: A registered building surveyor was accused of certifying structures that didn't meet safety requirements. The Victorian Building Authority referred the matter to VCAT.</i>
Review of decisions to cancel or suspend professional registration	You should make a complaint if a licensing or registration body (e.g. the Victorian Institute of Teaching or the Business Licensing Authority) has cancelled or suspended your registration. You can ask VCAT to review whether the decision was lawful and fair. <i>Example: Ajay's registration as a teacher was suspended following a workplace complaint. He wanted VCAT to reconsider the suspension and assess whether procedural fairness had been followed.</i>
Working with Children Check exclusion or negative notice	You should make a complaint if you've been refused a Working With Children Check or received a negative notice. VCAT can assess whether you pose an unjustifiable risk to the safety of children, based on evidence. <i>Example: Narelle received a negative notice after a past criminal charge, even though the matter was resolved with no conviction. She hadn't worked with children since but was applying for a role as a youth mentor.</i>
NDIS Worker Screening decisions	You should make a complaint if you were excluded from working in NDIS-funded roles by a screening decision under the Worker Screening Act 2020. This includes exclusions due to past criminal or disciplinary history, even when the conduct was unrelated to disability services. <i>Example: Tom was refused NDIS clearance due to an old driving offence. He believed the decision didn't fairly consider his role as a transport assistant for a disability service.</i>
Findings or decisions under the Health Practitioner	You should make a complaint (or respond) if you're a health practitioner facing disciplinary action or findings made by a National Board (e.g. AHPRA). This includes serious misconduct, fitness to practice, or breach of conditions.

Regulation National Law	<i>Example: A physiotherapist was found to have breached professional boundaries with a client. The board proposed deregistration. The matter was referred to VCAT for final determination.</i>
Exclusions	VCAT cannot handle: • Criminal charges or sentencing: VCAT only hears professional disciplinary matters as it is not a criminal court. • Employment disputes not linked to registration or discrimination: VCAT can't hear unfair dismissal or workplace grievances unless they involve registration status or unlawful conduct. • Complaints against private NDIS providers: These go to the NDIS Quality and Safeguards Commission, not VCAT.
G) Additional Info	
Sub-category	Example
Federal Subject Matter	VCAT cannot hear disputes that involve federal legal powers: If a matter involves exercising judicial power under the Commonwealth Constitution (e.g. federal law, federal government agencies), it must go to a court, usually the Magistrates' Court under section 57B of the VCAT Act.
Disputes across state borders	VCAT generally cannot make binding decisions against people or organisations located outside Victoria. This applies to both consumers and businesses based in other states, unless the conduct occurred in Victoria and the law allows it.

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

Jurisdiction	Description
State	VCAT has powers to hear complaints under the laws of Victoria.
Geographical Scope	VCAT has powers to hear complaints about matters in Victoria.
Time Limitations	You must apply to VCAT within a certain time after something happens. If you're too late, VCAT might not be able to deal with your case. • Most time limits start from the date the decision was made or when the problem happened. • You should apply as soon as you can, even if you're still trying to sort it out with the other side. • If you're late, you may need to ask VCAT for extra time, but they don't always allow it. Examples of time limits:

	• Discrimination or sexual harassment – 12 months • Planning permit decisions – 60 days • FOI (Freedom of Information) – 60 days • TAC decisions (accident injury) – 12 months • Retail leases – 30 days after getting a certificate • Tenancy issues – depends on the type (some are 14 days, others longer) If you're late you may still be able to apply, but you must explain why. VCAT will decide whether to accept your application.
Exclusions	VCAT cannot handle the complaint or dispute if: • The dispute relates to property or conduct outside Victoria. • The person or organisation you're complaining about has no meaningful connection to Victoria. • The application is made outside the legal time limit and no extension is granted. • The matter involves federal subject matter, such as Centrelink decisions, Medicare, or Commonwealth discrimination law. • The respondent is a Commonwealth Government body or agency. • The person or business you're complaining about is bankrupt or deregistered. • The dispute has already been decided by a court or another tribunal. • The application relies on the wrong law or does not fall under an enabling Act listed in Schedule 1 of the VCAT Act. • The remedy you are seeking is one VCAT has no power to order (e.g. injunctions, emotional distress damages, civil penalties). • The application concerns a matter that must go to a different tribunal or authority (e.g. Building Appeals Board, Ombudsman, Fair Work Commission). • The claim is against a federal law or under the Australian Constitution and must be heard in a court. • The applicant has not first followed a required pre-step (e.g. certificate from Small Business Commissioner or Equal Opportunity Commission). • The dispute concerns issues that are hypothetical or not yet active - VCAT cannot decide theoretical or future disputes. • The application is made by a person who does not have standing (i.e. no direct interest or legal right to apply).

Additional information	If you have not commenced your case If you have not yet applied to VCAT, and you think VCAT might not be able to hear it because it may be excluded, you have the option to instead commence your case in an appropriate Victorian court – possible options depending on your case are the Magistrates’ Court, the County Court or the Supreme Court. In many situations, for example in residential tenancy matters, the Magistrates’ Court will be the appropriate alternative venue. If you have commenced your case If you have applied at VCAT, and it may be excluded, VCAT cannot continue to hear your case. In this situation, VCAT will have no choice but to make orders striking out your case. If you believe your case is affected and you have already commenced the case at VCAT, contact VCAT on 1300 018 228.
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Step 3: Who can you make a complaint against?

VCAT has the jurisdiction to hear and decide disputes on a broad range of areas, including the following:	
Respondent	Description
Businesses	You can take action at VCAT against a business, including companies, partnerships and sole traders. This includes businesses that provide goods or services, building companies, landlords, property developers, tradespeople, and healthcare providers.
Councils	Local councils can be the respondent in disputes about planning permits, local laws, animal controls, building enforcement, and decisions made under other Acts like the Heritage Act or Subdivision Act.
Victorian Government Departments or public sector bodies	State departments and public bodies can be respondents in disputes about equal opportunity, privacy, health records, disability rights, guardianship, and reviewable decisions (e.g. WorkSafe, TAC, State Revenue Office, schools, or public hospitals).
Regulators, boards and authorities	These include: • WorkSafe Victoria (for compensation matters) • Transport Accident Commission (TAC) • State Revenue Office (SRO) • Victorian Building Authority • Teaching Registration Board • Business Licensing Authority • AHPRA and National Health Boards

	They are typically the respondent in review proceedings or disciplinary hearings.
Rental provider or property manager	In tenancy disputes, the rental provider (also known as a landlord) or their agent can be the respondent. This includes community housing organisations and real estate agencies.
Owners corporations	An owners corporation (previously called a body corporate) can be the respondent if the dispute relates to common property, management decisions, fees, or compliance with the Owners Corporations Act.
Individuals	A person can be the respondent to a VCAT dispute. This is common in residential tenancies, co-owned land matters, discrimination complaints, or where the person directly caused harm, damage or unfair treatment.
NDIS Worker Screening Unit / Working with Children Check Unit	These government units are respondents in exclusion reviews involving NDIS workers or people denied a Working With Children Check.
Not-for-profits and service providers	If a not-for-profit is involved in delivering housing, health, disability, education or community services, they can be the respondent to a complaint, especially under tenancy, equal opportunity, or consumer law.
Exclusions	VCAT won't hear complaints regarding: Commonwealth Government and its agencies: VCAT cannot hear complaints against federal agencies like Centrelink, Medicare, the NDIS Commission, or the ATO. These must be dealt with by Commonwealth bodies or courts. Private individuals with no legal responsibility for the issue: VCAT cannot take action against someone who is not legally responsible for the dispute, for example, a neighbour who didn't sign the lease or an employee who was just following instructions. Deregistered companies: If a company has been deregistered or liquidated, VCAT usually cannot make enforceable orders against it. Federal corporations with constitutional immunity: Certain corporate bodies or charities may be protected under constitutional law from having matters heard in VCAT, especially if the claim would involve federal judicial power. VCAT members or staff (in complaint cases): You can't make a case about VCAT itself through a normal application. If your issue is with a VCAT member's conduct, it must go through the VCAT Complaints Registrar or the Judicial Commission of Victoria. Another Victorian court or tribunal: VCAT can't be named as a respondent to a complaint about how it decided a case, it

cannot review or override its own final orders through a new application.

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Any member of the public or group of people (including companies or public sector agencies) can lodge a dispute with VCAT.
Pre-requisite steps	Generally speaking, there are no pre-requisite steps before you can apply to VCAT for a matter to be resolved. However, it is recommended that you first try to resolve your complaint with the other party and consider other avenues, including by raising your concerns with one of the many Victorian Government Departments, Agencies, Ombudsmen or Commissioners (for example, the Victorian Ombudsman or Consumer Affairs Victorian). In many cases if you lodge a dispute in VCAT (or any court) before you attempt to resolve it (for example, by lodging a complaint with a Victorian Government Department, Agency, Ombudsman or Commissioner), you may be precluded from any resolution available from one of the informal bodies established specially to assist. However, you can always lodge a dispute with VCAT after first attempting to resolve your complaint or dispute. For most of the specialised informal bodies, there are no fees for the services, and the complaints handling processes aim to get you the best outcome.
Can complaints be made on behalf of someone?	Yes, you can lodge a dispute with VCAT on someone else's behalf. However, for VCAT to come to the most appropriate resolution for the applicant, VCAT will likely need to discuss the ins-and-outs of the dispute with the person who is impacted by it.
Exclusions	VCAT will not handle your complaint if: • You're not directly affected by the issue: You usually need to be personally involved in the dispute, not just a support person or bystander. • You're acting for someone else without legal authority: To apply on someone's behalf (like a child or a person with disability), you need to be legally authorised, like a guardian or administrator. • You don't meet the legal requirements for this type of complaint: Some complaint types are limited to certain people. For example, only the person discriminated against can make a discrimination complaint, or only someone with an interest in land can appeal a planning decision. • You're trying to reopen a case that's already been decided: VCAT can't hear the same matter twice unless there's a legal process for review.

Eligibility	Description
	• You're making a complaint about VCAT itself: VCAT doesn't hear complaints about its own members or decisions. Those must go to the VCAT Complaints Registrar or the Judicial Commission. • You cannot apply just to test the law: VCAT does not decide theoretical or future disputes.
Additional information you need to know	Most VCAT hearings and decisions are public. You can ask for confidentiality, but VCAT must approve it.

Step 5: What remedies are available at this body?

Power	Description
Make Legally Binding Orders	VCAT can make orders (decisions) at any stage of a case. These may include: • Final orders: resolve the whole case, such as ordering payment, possession of property, or a declaration of rights • Interim orders: deal with steps before the final decision, such as setting deadlines or protecting someone's rights in the meantime • Consent orders: where both parties agree and ask VCAT to formalise their agreement
Order Someone to Pay Money (Monetary Orders)	VCAT can require a person, business, or organisation to pay: • Compensation for loss or damage • Unpaid rent or invoices • Refunds under consumer or tenancy law • Legal costs (in limited cases)
Make Non-Monetary Orders	VCAT can also order someone to: • Return goods or property • Leave a rental property (or let someone back in) • Fix or repair something • Comply with a contract or legal duty • Stop doing something (e.g. discrimination or unauthorised building)
Make Declarations	VCAT can formally declare: • What someone's legal rights or obligations are • Whether discrimination or a privacy breach occurred

Power	Description
	That a contract is valid, unfair, or void
Review Government Decisions	In some cases, VCAT can: - Overturn or change a decision made by a government agency (e.g. council, TAC, WorkSafe, licensing body) - Replace that decision with its own
Cancel, Vary or Enforce Contracts	In disputes about goods, services or tenancies, VCAT can: - Set aside a contract - Change part of a contract - Enforce an agreement that was made between parties (including settlement agreements)
Order Co-owned Property to Be Sold or Divided	In property disputes, VCAT can: - Order that land or goods owned by two or more people be sold - Decide how the proceeds should be shared
Make Orders Specific to Guardianship, Health, and Powers of Attorney	VCAT can: - Appoint or remove a guardian or administrator - Decide if someone has decision-making capacity - Review or cancel powers of attorney or advance care directives - Determine medical treatment decisions when someone can't decide for themselves - Assess eligibility for voluntary assisted dying
Provide Human Rights Remedies	VCAT can: - Order someone to stop unlawful discrimination or harassment - Require reasonable adjustments for people with disability - Grant exemptions from parts of the Equal Opportunity Act (e.g. single-gender hiring for a program)
Resolve the Dispute Without a Hearing	Even after a case starts, parties can resolve things by: - Agreement (Settlement): You can agree on a solution with the other party at any time. If you do, VCAT can turn it into a binding order - Mediation: A trained mediator helps both sides try to reach agreement. - Compulsory conference: A structured negotiation run by a VCAT member to help settle the dispute without needing a hearing. <i>In disciplinary or government decision reviews, these options may not apply.</i>

Power	Description
Issue Procedural Directions	VCAT can manage how the case runs by: • Setting timeframes and hearing dates • Deciding how evidence is presented • Allowing or limiting witness participation • Making directions to help the case run fairly and efficiently
Exclusions	VCAT generally cannot: • Award punitive damages (meant to punish rather than compensate) • Hear criminal cases or impose criminal penalties • Award damages for hurt feelings, unless specifically allowed under law (e.g. Equal Opportunity Act) • Remove a VCAT member from a case. Complaints about members must go to the Judicial Commission of Victoria

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

Requirement	Description
Format	The application format will depend on the type of dispute you are lodging with VCAT, but generally need to be lodged in writing. VCAT has an online form available for most disputes, available on their website here. If you don't have email or the internet you can talk to VCAT to apply to VCAT. VCAT can send you a hard copy form. VCAT can help you complete the form but can't give you legal advice or tell you what to write. • Call VCAT on 1300 018 228 Monday - Friday 9am - 4.30pm. For guardianship cases call us 9am - 5pm. • If you're overseas, call VCAT on +61 3 8685 1462. • If you need to speak to someone in your own language you can ask for an interpreter. Call 2M Language Services on 03 7036 7578.
Personal Details	For VCAT to assist to resolve your dispute, you will need to provide your personal information. Whilst you cannot lodge a dispute anonymously with VCAT, you can apply for a restrict access to some or all of a case file, conceal your person's identity or impose a closed court order or a suppression order. For confidentiality to apply, you must apply to VCAT before they make any orders.
Respondent's Details	You should identify who you are lodging the dispute and provide enough facts so that VCAT is able to identify the person.

Requirement	Description
Relevant Facts	You should include the key facts of your complaint: • What happened; • When; • Who was involved; • What was the effect of the events that occurred; and • What you would like VCAT to do to resolve your dispute.
What NOT to include	Do not include any abusive statements or threats about any member of staff of VCAT or anyone else.
Additional information you need to know	If you give VCAT information for a case they are hearing, VCAT is obliged by law to share it with other parties in the case. This includes copying emails to all parties or a potential party to a case, so each party can see they have received the same information. When a case is decided, the member might write reasons for their decision which are published on the Australasian Legal Information Institute website. Written reasons might include some of the information you have given VCAT during the case. Whilst you cannot lodge a dispute anonymously with VCAT, you can apply for a restrict access to some or all of a case file, conceal your person's identity or impose a closed court order or a suppression order. For confidentiality to apply, you must apply to VCAT before they make any orders.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your dispute	VCAT has an online form available for most disputes, available on their website here. If you don't have email or the internet you can talk to VCAT to apply to VCAT. VCAT can send you a hard copy form. VCAT can help you complete the form but can't give you legal advice or tell you what to write. • Call VCAT on 1300 018 228 Monday - Friday 9am - 4.30pm. For guardianship cases call us 9am - 5pm. • If you're overseas, call VCAT on +61 3 8685 1462. If you need to speak to someone in your own language you can ask for an interpreter. Call 2M Language Services on 03 7036 7578.
Receipt	If you apply online, VCAT will acknowledge receipt of your application immediately and send you an email copy of your application. If you apply another way, it may take VCAT longer to acknowledge your application.

Step	Description
Assessment	Once VCAT receives your application, it will assess it and contact you regarding next steps to: - ask for more information if needed; - let you know if VCAT can't deal with your dispute. - give you a date to go to VCAT Sometimes there may be backlogs in certain Lists.
Agreement	Even if an application has been made against you, you can still try to resolve the dispute with the other party without going to VCAT. You can contact the applicant – or they can contact you – to try to come to an agreement (settle) before we make a decision. If you make an offer to settle and you want to keep it confidential, make it in writing to the other party and use the words 'without prejudice' in your offer. This means that if your offer isn't accepted by the other party, it can't be discussed at the hearing. You can try and settle the dispute yourself right up until we make a decision at a hearing. If you do settle, everyone involved in the case must let VCAT know. This doesn't apply to applications to review a government agency's decision or professional disciplinary cases in the Review and Regulation and Legal Practice Lists.
Mediation	Depending on the nature of your dispute, VCAT may determine that mediation is required to be undertaken by the parties. Mediation involves a neutral third party called a mediator facilitating a private meeting where parties discuss ways to reach a mutually acceptable resolution. The mediator does not make a decision in the case. Their role is to help you and the other party to agree on a resolution at the mediation instead of VCAT deciding the case for you at a hearing. The mediator may be a VCAT member or an accredited mediator appointed by VCAT or an accredited mediator from the Dispute Settlement Centre of Victoria, if VCAT decide your dispute is suitable for Fast Track Mediation and Hearing.
Compulsory conference	VCAT may determine that a compulsory conference is appropriate to assist resolving your dispute. At a compulsory conference, the parties confidentially discuss ways to resolve their dispute with the help of a VCAT member. All parties must come. The member does not make a decision in the case. Their role is to help you and the other party agree on a resolution instead of the member deciding the case for you at a hearing. Compulsory conferences are usually a half-day or full day. The notice or order we send you shows how long it's expected to take.

Step	Description
	If you don't come, VCAT may make a final decision without hearing from you. It's important that you come so you can have your say. Even if you can't completely resolve all the issues, reaching agreement on some issues can mean a shorter hearing.
Orders	When VCAT makes a decision about a case or a step in a case, it also makes an order. "Order" is the legally correct term for decision or instruction. An interim order does not finally determine (end) a case. For example, orders setting a timetable for the filing and service of documents. A final order is an order that resolves (ends) a case, for example an order that a party pay another party money. An order may be monetary or non-monetary. A monetary order requires a party to pay money to another party. All other orders are called non-monetary orders. In some mental health cases, a VCAT member may make initial orders to assist with the hearing or matter. Some case types also have additional types of orders that relate to the specific types of decisions that we are empowered to make under the relevant legislation.
Additional information you need to know	Timeframes for the resolution of disputes brought to VCAT can differ depending on the type of dispute you have. Sometimes, there may be backlogs in the disputes that VCAT is handling. This may impact the timeframe it takes to resolve your dispute. During this time, you have the ability to resolve the dispute by agreement with the other party.

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

Avenue	Description
Appealing a VCAT decision	You can only appeal a VCAT decision on a question of law – that is, only if you believe VCAT made a mistake in the way it applied the law. To appeal, you need permission from the court that would hear the case. To seek leave to appeal, apply to the: • <u>Court of Appeal</u> if the VCAT president or a vice president made the decision • <u>Trial Division of the Supreme Court of Victoria</u> if any other VCAT member made the decision.

Avenue	Description
	Your VCAT order tells you who made the decision. You must start the appeal process within 28 days of the date of the VCAT order. VCAT can only extend this time limit with permission from the court. Asking the court to extend the time limit is called 'seeking leave to appeal out of time'. If you want an extension of time, apply for it when you are seeking permission to appeal. The court usually decides these applications at the same time.
Fixing a mistake on a VCAT order	If you notice a mistake in a VCAT order you can ask for a correction order. VCAT's power to correct a mistake is known as the slip rule. It helps to avoid unfairness that might happen because of a simple mistake. Mistakes covered by the slip rule may include typos, misspellings, missing information, miscalculations or inaccurate descriptions. If you learn of a mistake in an order or decision, you must write to VCAT and the other parties in the case as soon as possible and explain why you think the order contains a mistake. You cannot use the slip rule to apply for a change to a decision or to argue the case again. Applying for a correction order does not mean applying for a review of the case.
Reviews and re-hearings	You can apply to have a case reopened. If VCAT agree to your request, it will review VCAT's order at a rehearing. For some case types, you can apply to VCAT for a review of an order that affects you on the grounds that you didn't appear and were not represented at the hearing. Only some cases can be reopened at VCAT. You must ask for a hearing within the set timeframe of finding out about the order: • cases about <u>powers of attorney, guardianship or administration, and medical treatment and advance care directives</u> – ask for a rehearing within 28 days • all other cases – apply for a rehearing within 14 days. VCAT may agree to a rehearing if: • you applied for the review within the timeframe • you have a reasonable excuse for not attending the original hearing or not having someone attend for you • you have a reasonable case to argue about the subject matter of the order • agreeing to the review would not unreasonably disadvantage another party. If so, we may rehear the case immediately, as if the original hearing never happened or we may schedule it for hearing on another day. Both parties need to have all of their evidence ready and be prepared in case we rehear on the day.

Avenue	Description
Complaints about VCAT	You can make a complaint about VCAT staff or VCAT member. Where possible, a complaint should be made by email or post and addressed to the Complaints Registrar. - Email: complaints@courts.vic.gov.au - Postal address: VCAT Complaints Registrar, 55 King Street, Melbourne VIC 3000 - Complaint form can be found here. If you are unhappy with the outcome of an investigation conducted by the Complaints Registrar, you can request a review from the Principal Registrar. The Principal Registrar or their delegate will investigate the complaint, the evidence you submitted, and the Complaint Registrar's response to you, and provide you with a review outcome in accordance with this Complaints Policy. The outcome of the review by the Principal Registrar or their delegate is final, and no further review will be conducted by VCAT. If you make a complaint about a member, the Complaints Registrar will investigate and report the complaint to the VCAT President. If you are unsatisfied with VCAT's response or, if you do not wish to make a complaint of this nature to VCAT, you may make a complaint directly to the Judicial Commission Victoria.

Step 9: Other bodies that handle complaints about VCAT related complaints

Complaint body	Description
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	The VEOHRC is an independent organisation with responsibilities under Victoria's human rights laws. Its role is to protect and promote human rights in Victoria. Phone: 1300 292 153 or (03) 9032 3583 Website: www.humanrights.vic.gov.au Access the complaint form here.
Australian Human Rights Commission	The Australian Human Rights Commission (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 your sex, disability, race, age or sexual preference the AHRC may be able to help.
Office of the Victorian Information	OVIC can handle complaints about the way personal information has been handled by Victorian Government agencies and some private

Complaint body	Description
Commissioner (OVIC)	organisations. OVIC can also review freedom of information decisions that are made by Victorian Government agencies and ministers. Phone: 1300 006 842 (1300 00 OVIC) Website: https://ovic.vic.gov.au/ Access the complaint form here.
Health Care Complaints Commission (HCCC)	The HCCC handles complaints about health related matters involving public authorities. Complaints regarding clinical or medical decisions are best handled by the HCCC as they are expertise in these matters.
Local Government Victoria (LGV)	LGV supports and oversees the local government sector in Victoria. The LGV develops policies and projects to strengthen councils, provides guidance on governance and financial management, and ensure effective service delivery. The LGV also work with councils on emergency management, overseeing sector investments, and promoting good governance and integrity. By fostering partnerships between the state government and local councils, LGV helps to address shared challenges and align priorities to enhance local governance.
Victorian Auditor-General's Office (VAGO)	The VAGO provides independent assurance to Parliament and the Victorian community on the financial integrity and performance of the state. VAGO conducts financial and performance audits of public sectors entities, promoting accountability and transparency.
Office of the Inspector-General for Emergency Management (IGEM)	The IGEM reviews and monitors management arrangements in Victoria, including issue in custodial settings. IGEM provides assurance to the government and community regarding emergency management and supports continuous improvement.
Dispute Settlement of Victoria	For help resolving a dispute in respect of an owners corporation, contact this body.
Domestic Building Dispute Resolution Victoria	If a dispute arises between you and your builder, CAV sets out various steps you can take to resolve your issue including how to discuss the issue with the builder, and potentially sending them a letter or email formally outlining the issue and requesting a response. CAV refers builders or home owners to the Domestic Building Dispute Resolution Victoria (DBDRV). You can lodge an online application for dispute resolution through DBDRV. DBDRV provides building disputes resolution without the cost and time often associated with courts and tribunals, and has the power to issue dispute resolution orders to resolve disputes that are not completely resolved by agreement.

Complaint body	Description
National Anti-Corruption Commission (NACC)	The NACC handles complaints about serious or systemic corruption in the Australian Government public sector.
Independent Broad-based Anti-corruption Commission (IBAC)	The IBAC investigates serious corruption and misconduct in the Victorian public sector, including police misconduct. IBAC has powers to compel the production of documents, enter and search premises and hold hearings. It focuses on preventing corruption through education and outreach.
Energy and Water Ombudsman Victoria (EWOV)	EWOV handles complaints about energy and water providers in Victoria. EWOV is an independent and impartial service which resolves disputes between customers and providers regarding billing, service quality, and other issues.
Victorian Legal Services Board and Commission	The VLSB manages complaints about legal services in Victoria, including misconduct by lawyers. The VLSB regulates the legal profession, ensuring high standards of conduct and service. It also provides education and resources to both consumers and legal practitioners.
Victorian Ombudsman	Investigates complaints about any Victorian government department, public statutory body or municipality. Phone: 1800 806 314 Website: www.ombudsman.vic.gov.au Access the complaint form here.
Courts	If the involvement of VCAT does not resolve the problem, they will generally give you information on taking your complaint further by applying to a court or getting your own legal advice.
Judicial Commission of Victoria	You can make a complaint about the conduct and capacity of VCAT members to the Judicial Commission of Victoria. The Judicial Commission is an independent body established to investigate complaints about judicial officers and VCAT members. Any member of the public or a professional representative can make a complaint to the Commission by completing an online complaint form available from the Commission's website. Please visit the Judicial Commission's website or contact them for more information on complaints they can investigate.

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
VCAT	Website: https://www.vcat.vic.gov.au/ Telephone: 1300 018 228 (9am-4.30pm Monday to Friday, except public holidays) Post: GPO Box 5408, Melbourne VIC 3001 Email: Depends on your dispute. Visit here (link) for a full list.	You can contact VCAT directly if you have any further questions or need assistance with your dispute.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provide support to people if English is not their first language. VCAT is able to refer you to translation and other service providers who may assist you.
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 lodge your dispute	A list of complaint services depending on your dispute type from VCAT.
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.