

General Warning

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

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

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

General complaint information

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

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

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

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

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

Complaints involving discrimination

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

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

Integrity Oversight Victoria

In this fact sheet, we introduce the Integrity Oversight Victoria ('IOV') and outline how complaints can be made to the IOV.

IOV (formerly the Victorian Inspectorate) is responsible for monitoring and reviewing the performance of IBAC, the Victorian Ombudsman, and OVIC. It also handles Public Interest Disclosures relating to its own officers.

Legislation and Key Terms

Relevant Legislation:

The IOV is established under the *Integrity Oversight Victoria Act 2011*.

Key Terms:

Below are key terms that appear throughout this factsheet and their meaning.

- **IBAC** means Independent Broad-based Anti-corruption Commission.
- **IOV** means Integrity Oversight Victoria (previously named the Victorian Inspectorate).
- **OVIC** means Office of the Victorian Information Commissioner.
- **PID Act** means Public Interest Disclosures Act 2012 (Vic).
- **VI Act** means Victorian Inspectorate Act 2011 (Vic).

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

The IOV looks into complaints about how 15 different integrity and oversight bodies, and their staff, do their jobs.

Some of the bodies the IOV can handle complaints about include Victoria Police – but only in relation to its use of special powers under the Major Crime (Investigative Powers) Act 2004 and Terrorism (Community Protection) Act 2003 – the Office of the Special Investigator, the Judicial Commission of Victoria, Wage Inspectorate Victoria, and the Parliamentary Workplace Standards and Integrity Commission.

You can complain if you've experienced delays, poor handling of your matter, or unprofessional behaviour. This includes, but is not limited to:

Sub-category	Example
Independent Broad-based Anti-Corruption Commission or Victorian Ombudsman	You can make a complaint to IOV about how IBAC or the Victorian Ombudsman, or their officers, have handled a matter. These complaints must relate to broader issues with performance, governance, or accountability, not the outcome of your individual case. IOV's role includes: • Reviewing how IBAC or the Ombudsman staff handled your complaint • Monitoring whether they followed proper processes, including fairness and transparency • Investigating concerns about staff conduct or professional standards • Reviewing Public Interest Disclosure (PID) procedures and how complaints from whistleblowers are handled • Auditing the use of coercive powers and surveillance (IBAC only) Your complaint might highlight issues like: • Delays: Taking too long to respond or complete an investigation • Poor communication: Not explaining decisions clearly • Unfair treatment: Unprofessional conduct or lack of transparency • Process failures: Not following required procedures These types of complaints <u>do not result in individual outcomes</u>, but IOV may use them to assess the agency's performance and recommend improvements. Exclusions: IOV cannot overturn IBAC or Ombudsman decisions, or investigate the original issue you complained to those agencies about. <i>Examples:</i> • <i>Jenny and her family experienced family violence perpetrated by a Victoria Police officer. She raised concerns with IBAC about potential corruption and systemic issues in how Victoria Police handled the</i>

	<i>incident, particularly regarding police investigating their own colleagues. Rather than investigating the matter itself as a corruption issue, IBAC referred the complaint to Victoria Police's Professional Standards Command (PSC). Jenny later experienced delays and inadequate investigation by Victoria Police, raising concerns about IBAC's complaint referral processes and oversight of referred matters.</i> <i>• Sarah submitted a complaint about misconduct within a government department and received an automated acknowledgment email. Over the next six months, she made repeated attempts to get an update, but IBAC provided no clear timelines or reasons for delays. Sarah later learned that her complaint had been closed without further investigation, but IBAC did not provide any reasoning beyond a standard template response.</i> <i>• Mohammed made a complaint to the Victorian Ombudsman about a public organisation using taxpayer funds to purchase alcohol, flowers, and pay off traffic fines for staff. During his online interview with the Ombudsman's office, he noticed unprofessional behaviour from the interviewers, including one interrupting the interview to receive a parcel and another checking and responding to text messages mid-conversation. This led Mohammed to question the professionalism and seriousness of the Ombudsman's complaint-handling process.</i> <i>• Priya submitted a complaint regarding misuse of public funds by a government department, which the Victorian Ombudsman accepted for review. She was advised that a response could take several months. Over a year later, Priya had received no update and struggled to get a timeline despite multiple follow-ups. She later discovered that the case officer handling her complaint had left the Ombudsman's office, and no one had been reassigned to her case.</i> <i>• Tom lodged a complaint about a local council allegedly failing to follow due process in approving a controversial development. The Ombudsman's investigation resulted in a brief response that did not address key evidence provided. When Tom requested clarification, he was given generic explanations and told the decision was final. Tom was concerned about the lack of transparency and consistency in how complaints were assessed and resolved.</i> <i>• Nadine made a complaint to the Victorian Ombudsman about discriminatory treatment she experienced in public housing. She received a brief response with no reasoning, and follow-ups went unanswered. When she called to ask what had happened, a staff member told her "it must have fallen through the cracks" and ended the call. Nadine wants to raise concerns about the Ombudsman's handling process, not the original issue.</i>
Office of the Victorian Information Commissioner	You can make a complaint to IOV about how OVIC or its officers have carried out their work, especially if you're concerned about poor processes or unfair treatment. IOV can: • Assess complaints about the conduct of OVIC staff • Investigate serious concerns about how OVIC operates

- Monitor whether OVIC uses its legal powers appropriately
- Review whether OVIC is acting with procedural fairness when handling complaints or reviews

Your complaint might relate to:

- **Poor administration:** Delays, unacknowledged communications, or incorrect handling of your case
- **Governance concerns:** Weak oversight of staff or poor organisational policies
- **Lack of transparency:** Not explaining decisions or processes
- **Inconsistent outcomes:** Similar cases being treated differently without clear justification

If IOV identifies serious concerns, it may investigate or make recommendations to improve OVIC's systems and processes.

Exclusions: IOV cannot overturn decisions made by OVIC or resolve the original complaint you made to OVIC.

Examples:

- *Graham applied to OVIC for a review of an agency's decision not to release documents under the Freedom of Information (FOI) Act. OVIC requested an extension for the review, which Graham agreed to in writing. However, OVIC did not acknowledge his response, and no further updates were provided on the outcome of his request.*
- *Elena submitted a request to OVIC to review a government agency's refusal to release internal emails under FOI laws. She was initially told that an investigator would be assigned within eight weeks. Four months later, Elena had received no update, and after multiple follow-ups, she was told her request had not yet been allocated due to resourcing issues.*
- *David, a journalist, applied for FOI access to ministerial briefings on public health matters. His request was delayed multiple times, and OVIC eventually closed his case without notice, citing an administrative error. When David sought clarification, he was advised to restart the application process, resulting in significant delays and additional costs.*
- *Mia submitted two similar FOI review requests regarding different government agencies. In one case, OVIC ruled that the documents should be released. In the other, OVIC ruled that similar documents could not be disclosed due to confidentiality concerns. Mia was not provided with a clear explanation for the differing outcomes, raising concerns about inconsistent decision-making within OVIC.*
- *Nathan lodged a privacy complaint with OVIC, alleging that a government agency had mishandled his personal information. He was advised that OVIC would investigate and provide updates within six weeks. After three months with no response, Nathan learned that*

	<i>his case had been reassigned to another investigator without notice, and he was required to re-explain the details of his complaint.</i>
Public Interest Disclosures (Whistleblower complaints) about IOV	You can make a whistleblower complaint (also called a Public Interest Disclosure or PID) about the conduct of IOV or one of its officers, such as serious misconduct, corruption, or retaliation against someone who made a disclosure. IOV can: • Receive and assess Public Interest Disclosures about its own officers • Refer serious matters (known as Public Interest Complaints or PICs) to an appropriate external body, such as IBAC • Monitor whether disclosures are handled properly, in line with PID laws These disclosures must relate to: • Improper conduct: including serious misconduct, fraud, or unethical behaviour • Detrimental action: such as punishing someone for speaking up Exclusion: IOV cannot investigate its own officers directly in these cases. Its role is to ensure complaints are dealt with in line with whistleblower protections. <i>Examples:</i> • <i>Sam worked at the IOV and noticed that the agency wasn't following key requirements under the VI Act. Some internal processes appeared to go against what the law required, raising concerns about poor governance and legal compliance.</i> • <i>Alex raised concerns with the IOV about how IBAC handled a corruption investigation. He was told the matter would be independently reviewed, but later found out that an officer from IBAC, the same one he had raised concerns about, had provided input into the review.</i> • <i>Rachel, an employee at a state regulatory agency, became aware of serious misconduct by senior executives. After her colleague raised these concerns with the Victorian Inspectorate, that colleague was quickly moved to a lower role without explanation.</i> • <i>Marcus shared evidence with the IOV about possible political interference in a major corruption investigation. Although he was told the matter was under review, no outcome was made public after two years, and any follow-ups were met with vague responses and no clear timeline.</i> • <i>Olivia, a former public servant, provided detailed evidence about how a government agency had mishandled a whistleblower report. Despite this, her matter appeared to be deprioritised, while less serious cases progressed more quickly.</i>

Office of the Chief Examiner (OCE)	You can make a complaint to IOV if you believe the Chief Examiner or an Examiner has misused their coercive powers or acted inappropriately. IOV can: • Receive and assess complaints about the conduct of the Chief Examiner or Examiners • Investigate how coercive powers (like summonses) have been used • Monitor whether OCE follows proper legal processes • Review the effectiveness of OCE's procedures • Monitor compliance with the <i>Major Crime (Investigative Powers) Act 2004</i> (Vic) <i>Example: Sue received a summons from the Chief Examiner requiring her to hand over medical records that belonged to someone else. The summons didn't explain how the records were connected to an organised crime investigation, and Sue wasn't told why she was being asked for them.</i>
Victorian Auditor-General's Office (VAGO)	You can make a complaint to IOV if you're concerned about how VAGO officers have carried out audits or used their powers. IOV can: • Receive and assess complaints about the conduct of VAGO officers • Investigate serious concerns about how audits are conducted • Monitor how coercive powers are used • Review whether VAGO is complying with sections of the Audit Act 1994 (Vic) • Assess whether VAGO's policies and procedures support fair, lawful, and effective auditing
Judicial Commission of Victoria	You should make a complaint if you believe the Judicial Commission has misused its coercive powers, or has failed to properly handle a whistleblower complaint (Public Interest Disclosure). IOV monitors whether the Judicial Commission uses its coercive powers lawfully, and whether it has the right procedures in place to deal with disclosures about serious misconduct by its officers. This includes failing to protect a whistleblower's identity, not following up on reports, or using powers without justification.
Public Interest Monitor (PIM)	You should make a complaint if you believe the Public Interest Monitor has failed to follow legal requirements around recordkeeping, or you are aware of serious misconduct by a PIM officer, or failures in handling a whistleblower report. IOV inspects and audits how PIM maintains records under the <i>Public Interest Monitor Act 2011</i> (Vic) and <i>Witness Protection Act 1991</i> (Vic). It also assesses and investigates Public Interest Disclosures (PIDs) about PIM staff and their conduct, including misconduct, corruption, or retaliation against whistleblowers.

Victoria Police	You should make a complaint if you believe Victoria Police has misused its powers in major crime investigations, counter-terrorism, surveillance, or covert operations. IOV monitors how police use powers under the <i>Major Crime (Investigative Powers) Act 2004 (Vic)</i> and <i>Terrorism (Community Protection) Act 2003 (Vic)</i>. It audits records of covert operations, including phone taps, use of surveillance devices, and controlled operations to ensure that they were authorised, properly documented, and used lawfully. <i>Example: Jamal, a young man from western Melbourne, later discovered in court documents that his phone had been tapped by police. He had never been formally accused of any crime and believed there was no lawful reason for the surveillance.</i>
Wage Inspectorate Victoria (WIV)	You should make a complaint if you believe Wage Inspectorate Victoria has misused its powers during an investigation, or if its officers have acted unprofessionally or unlawfully. This includes excessive demands for documents or interviews, unclear or unjustified use of powers, or poor treatment of workers, business owners, or others involved in an investigation. IOV investigates whether WIV officers have used coercive powers lawfully and fairly. <i>Examples:</i> <i>Rina, a small business owner in regional Victoria, was given only 24 hours to hand over a large volume of records, without a proper explanation of what law she was supposed to have breached.</i> <i>Andre, a migrant farmworker, was asked by WIV officers to hand over personal financial documents in front of his co-workers, without being told why the information was needed or what his rights were.</i>
Parliamentary Workplace Standards and Integrity Commission (PWSIC)	You should make a complaint if you believe PWSIC or one of its officers has acted unprofessionally, failed to treat someone fairly during a workplace process, or misused its powers. IOV can assess and investigate misconduct by PWSIC officers, monitor whether people are given a fair chance to respond during investigations, and ensure that any coercive powers (such as requiring evidence or documents) are used lawfully and proportionately. <i>Examples:</i> <i>Lara, a junior staffer in Parliament, was called into a meeting by PWSIC without being told the purpose in advance. She was questioned for over an hour without a support person, and wasn't given a written summary afterward.</i> <i>Ben, a staff member from a CALD background, raised a workplace concern through PWSIC and felt the process was culturally insensitive and dismissive. He was not offered translation support and believed his concerns were minimised during the assessment.</i>
Victoria's Office of the Special Investigator (OSI)	You should make a complaint if you are aware of serious misconduct by OSI officers, or believe they have used investigative powers inappropriately or failed to handle a whistleblower complaint properly. Until 2 August 2025, IOV can investigate the conduct of OSI officers and how they carry out investigations. This includes misuse of powers, poor

	governance, or procedural unfairness. IOV can also receive and investigate Public Interest Disclosures (PICs) about OSI officers. Up until 2 February 2026, IOV can report on these investigations to the Attorney-General.
Other agencies	IOV also assess compliance with the legislation governing telecommunication interception, surveillance devices, or controlled operations conducted by the Game Management Authority, the Victorian Fisheries Authority, the Department of Energy, Environment and Climate Action and the Environment Protection Authority.
Exclusions	IOV cannot investigate the following types of complaints. Contact the relevant body listed below: • Local councils: Contact the Local Government Inspectorate (for misconduct, corruption, conflict of interest) or the Victorian Ombudsman (for unfair treatment or poor council decisions). • Victorian government departments and agencies: Contact the Victorian Ombudsman. • Victoria Police (general complaints): Contact IBAC (for serious misconduct) or the Police Conduct Unit (for all other matters). • Universities and TAFEs: Contact the Victorian Ombudsman if the issue isn't resolved directly with the institution. • Privacy breaches: Contact OVIC if a public agency mishandles your personal information. • Legal practitioners: Contact the Victorian Legal Services Board and Commissioner for complaints about lawyers.

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

Jurisdiction	Description
State	The IOV has very limited powers to hear complaints under the laws of Victoria.
Geographical Scope	You can make a complaint to the IOV about the IBAC, the OVIC, IOV and the Victorian Ombudsman in very limited circumstances.
Time limitations for complaints	Generally speaking, there is no express time limit for when you can make a complaint to the IOV. However, the IOV has discretion to refuse to investigate public interest complaints if the person who made the public interest complaint: • made the disclosure that was determined to be a public interest complaint more than 12 months after becoming aware of the disclosed matter; and • fails to give a satisfactory explanation for the delay in making the disclosure. This is discretionary and the IOV may deal with a complaint lodged after the end of the 12-month period if the IOV is satisfied that the circumstances of the complaint so require.

Exclusions	The IOV's power to investigate complaints is very limited and IOV cannot: - investigate complaints about IBAC, the Victorian Ombudsman or OVIC (other than to the extent they relate to general performance issues as part of the IOV's general monitoring and review function). - reconsider decisions, findings or recommendations made by IBAC, the Victorian Ombudsman or OVIC in relation to complaints. - review IBAC, the Victorian Ombudsman or OVIC decisions not to investigate a matter.
Exercise of discretion	The IOV does not have to investigate every complaint it receives. When deciding whether to investigate public interest complaints regarding IOV (only), the IOV will consider if: - the public interest complaint is trivial, frivolous, vexatious or lacks substance or credibility - the conduct that is the subject of the public interest complaint does not amount to improper conduct within the meaning of the Public Interest Disclosures Act 2012; or - the conduct that is the subject of the public interest complaint does not amount to detrimental action against a person in contravention of section 45 of the Public Interest Disclosures Act 2012; or - investigation of the public interest complaint would prejudice any criminal proceedings or criminal investigations. If the IOV does not accept your review application the IOV may send you a letter (if a postal address has been provided) or email (if an email address has been provided) telling you that the IOV has declined to accept, or dismissed, your application and explain why.

Step 3: Who can you make a complaint against?

When preparing a complaint to IOV, it's important to correctly identify the person or organisation you're complaining about. These are referred to as the respondent. The respondent must be one of the bodies or officers that IOV oversees.

Below is a complete list of respondent types that fall within IOV's jurisdiction.

Respondent	Description
Independent Broad-based Anti-corruption Commission (IBAC)	IBAC investigates serious corruption and misconduct across Victoria's public sector, including police. You can complain about how IBAC or its officers carried out an investigation, used their powers, or handled a complaint.
Office of the Victorian Information	OVIC oversees information rights in the public sector, including freedom of information (FOI), privacy, and data protection. You can complain about how OVIC officers handled your matter, including delays, unfair treatment, or procedural failures.

Commissioner (OVIC)	
Victorian Ombudsman	The Victorian Ombudsman investigates complaints about state and local government agencies, public servants, and public-funded services. You can complain about the conduct of Ombudsman officers or how a complaint or investigation was managed.
Victorian Auditor-General's Office (VAGO)	VAGO audits government agencies to ensure money is spent properly and services are delivered effectively. You can complain about how VAGO officers conducted an audit or used legal powers inappropriately.
OCE (Office of the Chief Examiner)	The Chief Examiner and their officers use coercive powers to investigate organised crime (e.g. compelling evidence or documents). You can complain about how those powers were used, especially if they were misused or applied unfairly.
Judicial Commission of Victoria	The Judicial Commission handles complaints about the conduct or capacity of Victorian judicial officers (e.g. judges, magistrates). You can complain about how the Commission itself carried out its role, including use of powers or treatment of whistleblowers.
Public Interest Monitor (PIM)	The PIM reviews applications for the use of covert powers like surveillance and phone interception. You can complain about a PIM officer's conduct, or about failures to follow proper processes under relevant laws.
Victoria Police	IOV only oversees Victoria Police in limited circumstances, mainly around how it uses powers under counter-terrorism or organised crime laws, or in covert operations. You can only complain to IOV about the use of these specific powers, not general police behaviour.
Wage Inspectorate Victoria (WIV)	WIV enforces laws around wages, child employment, and long service leave. You can complain about how WIV officers used their legal powers during an investigation, or about unprofessional or inappropriate conduct.
Victoria's Office of the Special Investigator (OSI)	OSI investigates historical allegations of criminal conduct by Australian Defence Force members. You can complain about the conduct of OSI officers or how the office used its investigative powers. (IOV's powers in relation to OSI end on 2 August 2025, with reporting powers until 2 February 2026).
Parliamentary Workplace Standards and Integrity Commission (PWSIC)	PWSIC investigates workplace misconduct involving Victorian Members of Parliament and their staff. You can complain about how PWSIC or its officers handled a workplace complaint, used coercive powers, or treated someone unfairly.

Other Agencies	IOV also oversees a small number of other integrity bodies, mainly in relation to their use of surveillance, interception, or investigative powers. These include: • Game Management Authority • Victorian Fisheries Authority • Department of Energy, Environment and Climate Action • Environment Protection Authority (EPA) You can complain about how officers in these bodies used powers like surveillance devices, phone interception, or controlled operations.
Exclusions	IOV cannot investigate complaints about: • Local councils (unless it relates to IBAC or Ombudsman oversight) • Victorian government departments and agencies (unless the complaint is about one of the oversight bodies listed above) • Victoria Police (except in the limited powers described above) • Universities or TAFEs • Privacy breaches (unless it's about how OVIC handled the matter) • Legal practitioners (lawyers or law firms)

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone that has dealt with IBAC, the Victorian Ombudsman or OVIC may make a complaint. The IOV is not a review body and cannot overturn or change a decision of another integrity agency. The IOV's function is primarily to consider if the specific integrity body has complied with its performance frameworks. However, you can make a public interest disclosure to the IOV if it relates to IOV.
Have you tried to resolve your complaint directly with the public authority or community service provider?	You should attempt to resolve your complaint with the body you are making a complaint about if it concerns complaint outcomes or service delivery issues. If you are still unable to resolve your complaint, the IOV may be able to assist you with your complaint. If your complaint could be considered a public interest disclosure, or it relates to an investigation conducted by that body, or for some other reason you consider it inappropriate to first seek to resolve your complaint with that body, you can raise your complaint with the IOV rather than attempting to resolve the complaint with the body you are making a complaint about.

Can a complaint be made on behalf of someone?	You can make a complaint on someone's behalf from legal guardians, family members formal advocates, colleagues, friends and associates and any other supporters. For the IOV to consider the complaint, it will require evidence of your authority to act on behalf of the complainant.
Exclusions	A person may not be eligible to make a complaint if: • They are seeking to appeal or overturn a decision – The IOV cannot review or reconsider decisions made by IBAC, OVIC, the Victorian Ombudsman, or the VI. • Their complaint does not relate to the IOV's oversight role – Complaints must be about systemic performance issues within IBAC, OVIC, the Victorian Ombudsman, or the VI, not other agencies. • They are complaining about an individual officer – The IOV does not handle complaints about specific staff members within the agencies it oversees. • They are making a whistleblower (public interest disclosure) complaint about an agency other than VI – The IOV only accepts whistleblower complaints about the VI or a VI officer. • Their complaint lacks sufficient detail or supporting information – Complaints should clearly identify the agency involved, the issue, and relevant background information.
Additional information you need to know	The IOV's services are free. You do not need a lawyer for the complaint process, but you can seek legal advice at any time. Complaints can be made anonymously, but this does limit the IOV's ability to look into your issue and you will not receive updates on the progress of your complaint.

Step 5: What remedies are available at this body?

After you lodge a complaint with IOV, it will be reviewed to decide how it should be handled. Below are the different types of outcomes or remedies that may result from your complaint.

Power	Description
Warm or Direct Referral	If IOV assesses that another organisation is better placed to deal with your complaint, it may: • Provide you with the contact details of that organisation; or • Help you prepare to contact that organisation directly; or • Refer the complaint to that organisation (with your consent), particularly if it relates to their internal performance or complaint handling.

	You can choose to raise a complaint with IOV first if you believe it would be inappropriate to contact the body directly (e.g. if your complaint is about serious misconduct, or you fear retaliation). If you aren't satisfied with how the other body responds, you can contact IOV again to discuss further options.
Informal resolutions	Informal resolution is often the quickest and least formal way IOV can deal with a complaint. If your complaint raises performance concerns about an integrity body, IOV may: • Raise the issue directly with the body concerned; and • Monitor how they respond or whether they take steps to address the concern. Informal resolutions typically don't involve a formal investigation, but they can still result in performance improvements at the agency involved.

Investigations	IOV may decide to investigate a complaint, but not all complaints are eligible. Investigations are more likely where the complaint is serious, relates to systemic issues, or qualifies as a Public Interest Disclosure (PID). Before IOV investigates, it may: • Conduct a preliminary inquiry to assess whether an investigation is necessary. • Seek your written consent to use any identifying information if that information is required as part of the investigation. IOV must investigate a public interest complaint unless: • The issue is trivial, frivolous, vexatious, or lacks substance or credibility. • The complaint appears to be mischievous or not genuine. • The issue does not meet the legal definitions of improper conduct or detrimental action. • The investigation would interfere with ongoing criminal proceedings or investigations. • The disclosure was made more than 12 months after the issue arose and you don't have a good reason for the delay. If IOV proceeds with an investigation, it can: • Conduct formal inquiries, including compelling evidence and examining witnesses. • Request interviews where you are required to attend IOV's office to answer questions, even if not formally summonsed. • Issue findings and recommendations following the investigation. At the end of an investigation, IOV will inform you in writing of the outcome. However, you must not share the contents of that letter unless authorised by law - doing so is an offence, punishable by: • A fine of up to 60 penalty units (around \$11,855.40 as at Jan 2025), or • Up to 6 months imprisonment, or both.
No Further Action	If IOV assesses that your complaint is not within its jurisdiction or doesn't meet the required thresholds, it may: • Decide not to investigate, or • Close the matter after preliminary assessment.
Additional information you need to know	IOV does not reassess or reconsider the original decision made by another integrity body (e.g. IBAC or the Ombudsman). IOV cannot direct another body to change a decision or take a specific action in response to your complaint.

IOV's role is to monitor, investigate, and report on performance, processes, and conduct, not to provide individual remedies or overturn outcomes.

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

Requirement	Description
Format	Complaints can be lodged in writing or verbally as follows: • Online: fill in the online form available here. • By post: PO Box 617, Collins Street West, Melbourne VIC 8007. It is best to make your complaint in writing, as it means IOV will have a permanent record of exactly what you have to say. To make it easier for you, IOV suggest you make your complaint using IOV's online complaint form. IOV aims to acknowledge your complaint or disclosure within 5 business days. If you're not sure whether IOV can help, if you'd like to speak with IOV about your concerns or if you need help completing the complaint form, then please don't hesitate to contact IOV on 1800 518 197. If you would like the assistance of an interpreter or translator this can be arranged by IOV free of charge by calling 131 450.
Personal Details	Generally speaking, to make a complaint, you should include: • First and last name • Your gender • Whether you are a First Nations Australian • Contact number • Email or postal address IOV's online complaint form allows you to lodge a complaint anonymously. If you do not provide your name or contact details, there is no way to identify you. IOV's online complaint form removes all the metadata your web browser (Chrome, Safari, Firefox, Edge, Brave etc.) normally sends to websites to communicate with them. You can also submit a paper complaint form and email it to info@vicinspectorate.vic.gov.au or post it to PO Box 617, Collins Street West, Melbourne VIC 8007
Respondent's Details	You should provide information about the integrity body you are complaining about.
Relevant Facts	You should provide details of: • Whether you have lodged a complaint with the integrity body.

	• How the complaint was lodged. • Who you complained to the integrity body about. • Date of the complaint to the integrity body. • Details of the complaint made to the integrity body. • Details and whether you have received an outcome in writing. • Details of your complaint about the integrity body. • What outcome you are seeking from IOV. • whether you have tried to resolve the complaint yourself. You should provide as much detail as possible to help IOV understand your complaint. If you have any documents to support your complaint they should be provided, including any correspondence you had with the service provider about your complaint.
What NOT to include	Do not make false or misleading statements. This is an offence.
Additional information you need to know	The complaint form will request your permission to share your complaint details. This may involve IOV forwarding it and related documents to the integrity body. If you do not give permission, IOV may not be able to do anything about your complaint.

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	Complaints can be lodged in writing or verbally as follows: • Online: fill in the online form available here. • By email: info@vicinspectorate.vic.gov.au • By post: PO Box 617, Collins Street West, Melbourne VIC 8007 If you're not sure whether IOV can help, if you'd like to speak with IOV about your concerns or if you need help completing the complaint form, then please don't hesitate to contact IOV. If you would like the assistance of an interpreter or translator this can be arranged by IOV free of charge.
Receipt	While there is no fixed time period for when IOV must provide a receipt acknowledging your complaint, IOV must decide whether to accept the complaint and notify you of the complaint resolution process as soon as practicable. IOV aim to acknowledge your complaint or disclosure within 5 business days.

	If IOV accepts your complaint, you will be provided with a case reference number. When your complaint is acknowledged you may be asked for more information or documentation to help with IOV's assessment.
Initial assessment and referral	When IOV receive a complaint, IOV first look at whether IOV or another organisation is best suited to deal with it. If IOV assess that another organisation is better suited to dealing with some of your concerns, IOV will provide you with contact information for them. During this stage, IOV may ask whether you have already tried speaking with the integrity body first as this may be an effective way to resolve your issues. IOV can offer you support on how to speak with the integrity body if you prefer to do so.
Informal resolutions	Informal resolution is the least formal – and often the quickest – way to resolve complaints. This involves liaising with the integrity body and providing feedback on its handling of the aspects of the complaint.
Investigations	If IOV decides to investigate a complaint, it will generally first conduct a preliminary inquiry for the purpose of determining whether to investigate a complaint. However, IOV must investigate a public interest disclosure complaint unless IOV consider that: • the subject matter is trivial or the complaint is frivolous, vexatious or lacks substance or credibility • it was not made genuinely or was made for a mischievous purpose • the alleged conduct does not amount to improper conduct or detrimental action within the meaning of the PID Act; or • the investigation would prejudice any criminal proceedings or investigations. IOV may refuse to investigate if the disclosure was made more than 12 months after you became aware of the matters and you did not give a satisfactory explanation for the delay in making the disclosure. If IOV conducts an investigation, it may: • hold an inquiry into any matter arising out of an investigation, including examining witnesses and compelling the production of information • undertake interviews requiring a person attends IOV's office to answer questions without being summonsed Importantly, if you are advised by IOV that IOV intends to investigate your complaint, you must not disclose the content of that advice except in specified circumstances. Once IOV has concluded its investigation, it will advise you in writing of the outcome. It is an offence to disclose this information except in specified circumstances. This offence carries a fine of up to 60

	penalty units (\$11,855.40 as at January 2025) or 6 months imprisonment or both.
Additional information you need to know	IOV does not reassess or reconsider your original complaint and also do not have the power to direct an integrity body to change its decision or to carry out certain actions. More information regarding the complaints process is available here.

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

Avenue	Description
Internal review	If you have any concerns about the handling of your complaint by IOV, please contact IOV at info@vicinspectorate.vic.gov.au .
Integrity and Oversight Committee	If you want to make a complaint about IOV, you can make a complaint or a PID to the Victorian Parliament's Integrity and Oversight Committee (IOC). The IOC is a parliamentary committee established in 2019 by the Integrity and Accountability Legislation Amendment (Public Interest Disclosures, Oversight and Independence) Act 2019 (the IALA Act). The IOC is responsible for the following functions: • monitoring and reviewing the performance of our duties and functions • reporting to both Houses of the Parliament on any matter connected with the performance of our duties and functions • examining reports that IOV makes to the IOC or to Parliament (other than reports in respect of VAGO officers) • considering the appointment of an Inspector. Find out more about the IOC committee here.
Speaker of the Legislative Assembly and President of the Legislative Council	If you want to make a complaint about IOV, you can also make a complaint or a PID to the Speaker of the Legislative Assembly or the President of the Legislative Council.
Additional information you need to know	More information about how IOV handles decisions it has made is available here .

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

Jurisdiction	Description
Victorian Ombudsman	The Victorian Ombudsman handles complaints about the general conduct of Victorian government organisations, local councils, statutory authorities, and Victorian universities and TAFEs. Phone: 03 9613 6222 or 1800 806 314 (Regional) Visit: https://www.ombudsman.vic.gov.au/ Access the complaints form here
Commonwealth Ombudsman	The Commonwealth Ombudsman has a free and independent complaint handling service. Phone: 1300 362 072 Visit: www.ombudsman.gov.au Access the complaints form here
OVIC	OVIC deals with complaints regarding a Victorian government agency or local council's failure to comply with one or more of the Information Privacy Principles. They are Victoria's primary regulator and source of independent advice about how the public sector collects, uses and shares information. Phone: 1300 006 842 Visit: www.ovic.vic.gov.au Access the contact page here
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	VEOHRC is an independent organisation with responsibilities under Victoria's human rights laws. It resolves complaints and undertakes education, engagement, investigations and independent reviews. VEOHRC advocates for stronger protections and greater respect for human rights and equality. Phone: 1300 891 848 Visit: www.humanrights.vic.gov.au Access the complaints form here
Courts and Tribunals	Unlike IOV courts and tribunals can make binding and enforceable determinations. You may want to seek legal advice about the option of pursuing your complaint at court if it relates to: compensation (including workers compensation claims), development application decisions, orders made by local councils, decisions, fines and orders of regulators and licensing authorities and disputes over expert assessments.

Need help?

Organisations that can help you make your complaint, provide support or advocacy or give you more information

Organisation	Contact Details	How they can help
IOV	Website: https://www.vicinspectorate.vic.gov.au/ Telephone: 1800 518 197 (you may need to leave a message). Email: info@vicinspectorate.vic.gov.au	You can contact IOV directly if you have any further questions or need assistance with your complaint.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provides interpreting and translation services for people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.

Self-help tools and additional resources

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