

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.

Victorian Electoral Commission

In this fact sheet, we introduce the Victorian Electoral Commission ('**VEC**'). We outline how complaints can be made by any member of the public, candidates, voters, political parties, or interested groups to the VEC.

The VEC is responsible for running state and local council elections in Victoria. Its job is to ensure elections are fair, transparent, and lawful. The VEC handles complaints about breaches of Victorian electoral laws, such as:

- Voter fraud (e.g. someone voting twice)
- Misleading election material
- Unauthorised political advertising
- Illegal donations and campaign funding breaches
- Problems with how elections are run or how voter information is handled

The VEC does not handle complaints about general political opinions, council governance, or federal elections.

Legislation and Key Terms

Relevant Legislation:

- [Electoral Act 2002 \(Vic\)](#)
- [Local Government Act 2020 \(Vic\)](#)

Key terms:

Candidate: A person who has nominated to stand for election in a Victorian state or local council election.

Complainant: A person who has made a complaint to the VEC.

Complaint: A report of dissatisfaction about something that affects how an election is run or how election laws are followed.

Electoral Offence: An action that breaks Victorian electoral laws, such as voter fraud, misleading information, or illegal donations.

Electoral Roll: The official list of people who are registered to vote in Victoria.

Political Advertising: Materials used to promote or oppose a candidate, party, or political issue during an election.

Respondent: The person, group, or organisation the complaint is about (e.g. a candidate, campaigner, or party).

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

The VEC handles complaints about problems that affect how Victorian state and local council elections are run. If something happens that could break Victorian electoral laws or undermine the fairness of an election, you can complain to the VEC. This includes:

Sub-category	Example
False or fraudulent voting (impersonation or multiple voting)	<p>You should make a complaint if someone votes in your name or casts more than one vote in an election. For example, if an older person finds out their postal or in-person vote was already recorded even though they never cast it, or a carer helping a family member to vote notices the same person has voted twice, that is an electoral offence. These kinds of voter fraud, like impersonating another elector or forging ballot papers, breach the Electoral Act and can be investigated by the VEC.</p> <p><i>Example: Jenny went to vote in the state election, only to be told her name had already been marked off as having voted. She hadn't voted yet. Later, she heard her neighbour boasting about "helping out a mate" by casting an extra vote in their name.</i></p>
Voter intimidation, bribery or undue influence	<p>You should make a complaint if anyone tries to bribe, threaten or coerce you (or anyone) in connection with voting. For example, if a campaigner offers a new migrant discounted rent in exchange for a vote, or someone tells First Nations elders at a voting centre "Vote my way or you'll lose community support," this is illegal influence. Paying, promising or offering any benefit to influence a person's vote, and conversely asking for or taking such a benefit, is an indictable offence under the Electoral Act.</p> <p><i>Example: Ali, a young voter, was approached outside his local polling place by a campaign worker who offered him a \$50 gift card if he promised to vote for their candidate. When Ali refused, the worker told him that his visa status could be "reviewed" if he didn't cooperate.</i></p>
Misleading or deceptive election material	<p>You should make a complaint if campaign ads or posters contain false or misleading statements about how to vote. For example, if an election leaflet wrongly tells carers that "vote 1 for Candidate X is the only valid vote," or falsely implies a candidate has party endorsement they do not have, it could trick voters into spoiling their ballot. Distributing any matter likely to mislead or deceive a voter in casting their vote is prohibited by law.</p> <p><i>Example: Leonie received a flyer in her mailbox stating that only votes for Candidate X would be counted and that voting for independents would be considered invalid. The flyer looked official but didn't match what she had seen on the VEC website.</i></p>
Unauthorised or incorrectly labelled campaign advertising	<p>You should make a complaint if electoral advertising isn't properly authorised or labelled. All campaign material (posters, pamphlets, notices or newspaper ads) must clearly show the name and address of the person who authorised it, and (if not in a newspaper) the name and place of business of the printer or publisher. For example, if a flyer promoting a candidate fails to list who paid for it or who printed it, or a paid political article in a newspaper isn't headed with the word "Advertisement," that</p>

	<p>breaks the rules. Such breaches of authorisation requirements are offences under the Electoral Act.</p> <p><i>Example: Tom noticed large roadside billboards supporting a candidate but couldn't find any details showing who authorised or paid for them. The lack of authorisation made it unclear who was responsible for the messaging.</i></p>
Unauthorised how-to-vote cards	<p>You should make a complaint if someone distributes how-to-vote cards that lack the required authorisation details. Any how-to-vote card must include the name and address of the authoriser and the name and business of the printer. For instance, if a volunteer is handing out unregistered how-to-vote cards at a polling place without these details, or cards printed by someone not authorised by the Victorian Electoral Commission, this is illegal. Distributing unregistered or incorrectly authorised how-to-vote cards is an offence.</p> <p><i>Example: During early voting, Priya was handed a how-to-vote card by a volunteer. The card didn't show who had authorised it or who had printed it, unlike the official cards. Priya suspected it was being distributed unofficially</i></p>
Breaches of electoral signage or campaigning zones	<p>You should make a complaint if election campaigning occurs too close to a voting centre in contravention of the law. For example, campaigners are not allowed to canvas or hand out materials within 6 metres of a polling entrance (the "canvassing-free zone"), and only official how-to-vote cards may be distributed within 400 metres on election day. Also, signs and posters near a polling place have size and number limits. If you see someone campaigning or displaying signs inside these restricted zones (for instance, wearing a candidate badge within 6 metres of the entrance, or handing out a leaflet in the 6-metre zone), it breaches the Electoral Act and the VEC can investigate.</p> <p><i>Example: On election day, Sofia saw party volunteers standing right next to the entrance of her polling place, handing out pamphlets and pressuring people as they entered. They were clearly inside the "no-campaigning" zone but continued regardless.</i></p>
Tampering with ballots or election material	<p>You should make a complaint if anyone interferes with the integrity of ballots or election equipment. For example, if a person opens a sealed ballot envelope (even a posted ballot pack) or breaks a ballot box seal without proper authorisation, that is a serious offence. Opening or dealing with election materials that are supposed to remain secure is prohibited by section 153 of the Electoral Act and is punishable by heavy penalties.</p> <p><i>Example: During vote counting, a scrutineer noticed a man opening sealed ballot envelopes without permission. The man wasn't a VEC official and had no authority to handle the ballots but was pulling them out and inspecting votes.</i></p>
Breach of voting secrecy	<p>You should make a complaint if someone tries to learn or influence how you (or anyone) is voting at the polling place. Except for authorised officials, no one can stand with a voter and demand to see their vote, communicate with them about how they intend to vote, or otherwise try to influence them in the voting booth. For example, if a scrutineer or other person tries to look at your ballot paper while you vote, or pressures</p>

	<p>a visually impaired person to reveal their vote, that violates the “secrecy of vote” rules. Such conduct is an offence under the Electoral Act.</p> <p><i>Example: At the polling booth, James, who uses a wheelchair, was filling out his ballot when a campaign volunteer leaned over and asked who he was voting for. The volunteer stayed by his side, commenting on his choices while he tried to finish voting.</i></p>
Misuse of electoral roll or voter information	<p>You should make a complaint if anyone uses your enrolment information inappropriately. VEC provides the electoral roll data to candidates and parties for legitimate election purposes only. For example, to check who is enrolled or has voted. It is illegal to use or disclose enrolment or postal-voter information for any other purpose. For instance, if a campaigner sells voters’ personal details to marketers, or a business uses a voter list for its own promotion, that’s an offence under the Electoral Act.</p> <p><i>Example: Rachel signed up to receive election updates, but weeks later, she started getting marketing calls from unrelated companies. It turned out her contact details from the electoral roll had been shared beyond their intended election use.</i></p>
Illegal or undisclosed political donations and funding breaches	<p>You should make a complaint if a candidate or campaign accepts donations that break the rules, or fails to declare donations as required. For example, it is illegal for a campaign to take money from a donor who is not an Australian citizen/resident or who has no Australian business number. It’s also illegal to accept a large donation anonymously or above the legal cap without reporting it. Likewise, every disclosure threshold donation must be declared in the VEC’s online system (within 21 days). Failing to lodge a return or providing false details is an offence. If you suspect a campaign has taken an unlawful donation or hidden a large contribution, you can complain to the VEC.</p> <p><i>Example: During a local election, David learned that a candidate had received large cash donations from a foreign company but hadn’t reported them in their disclosure returns. The donations exceeded the legal caps and were not made public.</i></p>
Failure to vote in a council election (compulsory voting)	<p>You should make a complaint if someone has not voted in a local council election when they are required to do so. Victoria has compulsory voting for council elections, which the VEC enforces. For example, if you are enrolled to vote in your local council election and do not cast a vote or apply for an exemption, you are liable for an infringement penalty. If you believe a person was wrongly fined for not voting, or that someone deliberately skipped voting without a valid reason, you can complain to the VEC as it handles compulsory voting enforcement.</p> <p><i>Example: Maria moved house but didn’t update her enrolment details. She missed the local council election entirely. Months later, she received a penalty notice for failing to vote, even though she believed she wasn’t required to because she had relocated.</i></p>
Incorrect Enrolment Details	<p>You should make a complaint if your enrolment details are incorrect or have not been updated as requested.</p> <p><i>Example: George updates his address with the VEC, but the change is not reflected in the electoral roll, causing confusion on election day.</i></p>

Service Delivery and Staff Conduct Issues	<p>You should make a complaint if you experience poor service from the VEC, including delays, lack of assistance, or inappropriate behaviour by VEC staff.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • A voter with a disability requests assistance at a polling place but polling staff fail to provide the necessary support, leaving them unable to cast their vote independently. • A polling official makes dismissive and rude comments to a voter who is asking questions about how to complete their ballot correctly.
Challenging an Election Result	<p>You should make a complaint if you believe there has been an error or misconduct affecting the outcome of an election.</p> <p><i>Example: A candidate believes that counting errors have impacted the election result and seeks a review through the appropriate legal channels.</i></p>
Objections to Electoral Boundaries	<p>You should make a complaint if you believe that the boundaries of your electoral district are unfair or have been changed inappropriately.</p> <p><i>Example: A community group feels that recent boundary changes divide their community, diluting their voting power.</i></p>
Exclusions	<p>The VEC does not handle complaints about:</p> <ul style="list-style-type: none"> • Political Opinions or Campaign Promises: The VEC doesn't deal with complaints about a candidate's views or promises unless they break election laws. • Election Results You Disagree With: If you are unhappy with who won, that's not something the VEC can investigate, unless there's a legal breach. • Council Decisions or Councillor Behaviour (Unrelated to Elections): Complaints about how councils run or how councillors behave (outside of elections) go to the Local Government Inspectorate, not the VEC. • Corruption or Serious Misconduct: Corruption or criminal behaviour not linked to elections is a matter for IBAC, not the VEC. • Privacy Issues (Not About Elections): If your personal information is misused in a non-election context, that's for the Office of the Victorian Information Commissioner (OVIC). • General Feedback or Compliments: Suggestions or feedback (like praising good service) are not handled as "complaints" by the VEC.
Additional information	<p>Some complaints might also involve other agencies (e.g., IBAC, LGI, OVIC), depending on what the problem is.</p> <p>The VEC focuses on fair elections, correct enrolments, proper voting processes, and making sure election laws are followed.</p>

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

Jurisdiction	Description
State	The Victorian Electoral Commission (VEC) has powers to manage and investigate complaints under Victorian state laws, including the <i>Electoral Act 2002 (Vic)</i> and the <i>Local Government Act 2020 (Vic)</i> .
Geographical Scope	The VEC's jurisdiction covers all of Victoria. The conduct or issue must have happened in Victoria, or involve Victorian elections, councils, or electoral matters.
Time Limitations	There is no fixed deadline for lodging most complaints with the VEC. However, complaints about election results or serious breaches (like vote tampering) are subject to legal timeframes under the Electoral Act. Extensions may be possible but depend on the nature of the complaint and whether there's a good reason for delay.
Exclusions	<p>The VEC cannot investigate:</p> <ul style="list-style-type: none"> • Complaints about election results unless a formal legal challenge is made. • Complaints about councillor behaviour unrelated to elections (these go to the Local Government Inspectorate). • Corruption or criminal conduct not linked to elections (handled by IBAC). • General political views or campaign promises.
Exercise of discretion	<p>The VEC may decide not to investigate complaints if:</p> <ul style="list-style-type: none"> • The issue is minor or does not affect the election's integrity. • The complaint lacks evidence or is outside the VEC's legal powers. • Another agency is better suited to handle the matter.
Additional information	The VEC focuses on ensuring fair, transparent, and lawful elections. It deals with complaints about voting processes, enrolment issues, campaign conduct, political advertising, and compliance with election laws.

Step 3: Who can you make a complaint against?

Respondent	Description
Individuals	<p>You can complain about individuals who are:</p> <ul style="list-style-type: none"> • Candidates in Victorian state or local council elections. • Electoral participants, such as campaign workers, volunteers, and scrutineers, if their actions relate to electoral conduct. • Voters, if their behaviour breaches electoral laws (e.g., multiple voting, voter intimidation).

	<ul style="list-style-type: none"> Individuals do not need to live in Victoria, but the alleged conduct must relate to a Victorian election, electoral process, or the Victorian electoral roll.
Body/ Organisations	<p>You can complain about:</p> <ul style="list-style-type: none"> Political parties registered in Victoria. Candidates' campaign teams and official campaign offices. Printers, publishers, or distributors of electoral advertising and how-to-vote materials. Third-party campaigners registered with the VEC. Local councils in their role conducting council elections (for conduct under electoral laws).
Other entities	<p>You can complain about:</p> <ul style="list-style-type: none"> Donors or entities involved in political funding breaches (e.g., unlawful donations). Organisations misusing electoral roll information for non-election purposes.
Exclusions	<p>VEC cannot handle complaints about:</p> <ul style="list-style-type: none"> Federal election participants (e.g., federal candidates, federal political parties, federal voters. These are handled by the Australian Electoral Commission (AEC). General council operations or councillor behaviour unrelated to elections. These complaints go to the Local Government Inspectorate (LGI). Public servants, agencies, or businesses unless their conduct directly relates to a Victorian election offence. Corrupt conduct unrelated to electoral matters. These are referred to the Independent Broad-based Anti-corruption Commission (IBAC).
Additional information	<p>The VEC can only investigate respondents who are subject to Victorian electoral laws.</p> <p>For complaints about federal elections, privacy breaches outside of elections, or general misconduct, the VEC will not investigate.</p> <p>The VEC has discretion to refer matters to other agencies if appropriate (e.g., IBAC, LGI, AEC).</p>

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone can make a complaint to the VEC. There are no restrictions based on location, age, or whether you are personally affected.

	<ul style="list-style-type: none"> You can complain if you are a voter, candidate, political party member, campaign worker, or simply an interested member of the public. You do not need to live in Victoria, but the complaint must relate to a Victorian election, electoral roll, or electoral process.
Pre-requisite steps	<p>There are no required steps before you can make a complaint.</p> <ul style="list-style-type: none"> However, the VEC expects you to provide clear details and any evidence to support your complaint. For issues already handled by other bodies (e.g. IBAC, LGI), the VEC may refer you there.
Can complaints be made on behalf of someone?	<p>Yes, you can make a complaint on behalf of someone else.</p> <ul style="list-style-type: none"> If acting formally for another person (e.g. assisting someone with a disability), the VEC may request written authority or consent. Public interest complaints (e.g. about misleading election ads) can be made by anyone without needing direct involvement.
Exclusions	<p>There are no express exclusions on who can lodge a complaint.</p> <ul style="list-style-type: none"> However, complaints the VEC receives must relate to matters within its jurisdiction. Complaints that are too old, trivial, lacking evidence, or not connected to a Victorian election may be dismissed or not acted upon.
Additional information you need to know	<p>Protections apply: Complaints can usually be made confidentially. Your personal information is protected by privacy laws.</p> <p>There is no cost to complain: There are no fees for lodging a complaint with the VEC.</p> <p>The VEC may decide not to investigate if a complaint is vexatious, frivolous, or outside their powers.</p>

Step 5: What remedies are available at this body?

Power	Description
Investigation and Enforcement Action	The VEC can investigate breaches of electoral laws (e.g. false advertising, multiple voting). If a breach is found, the VEC can take enforcement action. This may include issuing penalties, fines, or referring serious offences for prosecution. The VEC decides whether to investigate based on the seriousness of the breach and available evidence.
Compliance Notices and Warnings	For less serious breaches, the VEC can issue compliance notices, formal warnings, or request corrective action (e.g. fixing unauthorised election material). Whether this happens depends on the nature and impact of the breach.

Referral to Other Bodies	If a complaint falls outside the VEC's powers (e.g. corruption, serious misconduct, councillor behaviour), the VEC can refer the matter to the correct body, like IBAC or the Local Government Inspectorate.
Public Reports	The VEC can publish reports on investigations or election processes, especially where public confidence in the electoral process is at stake. Reports may highlight systemic issues, breaches, or recommendations for future elections.
Election Result Challenges (Through Courts)	The VEC does not overturn election results itself. For state elections, formal challenges must be made to the Court of Disputed Returns (Supreme Court). For local council elections, challenges are determined by the County Court of Victoria.
Correction of Electoral Roll Errors	If a complaint relates to errors on the electoral roll, the VEC can correct enrolment details and ensure accurate records are maintained.
Exclusions	<p>The VEC</p> <ul style="list-style-type: none"> • does not offer apologies, mediations, or conciliations between complainants and respondents. • does not award compensation (e.g. financial loss, emotional distress). • cannot force a candidate, party, or council to apologise or take back statements (unless required by law). • cannot investigate complaints about general political opinions, council operations, or federal election matters.
Additional information you need to know	<p>The VEC's focus is on enforcing electoral laws and protecting election integrity.</p> <p>Complaints that don't involve a breach of these laws won't result in VEC action.</p> <p>The VEC may choose not to act if a complaint is trivial, lacks evidence, or falls outside its jurisdiction.</p>

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

Requirement	Description
Format	<p>Complaints can be made in writing (email, online form, or letter).</p> <p>Verbal complaints may be accepted but written complaints are preferred, especially for serious or complex matters.</p> <p>The VEC provides interpreters and translators if needed.</p> <p>For urgent or simple issues (e.g. signage breaches), a quick email may be enough.</p>

	For complex breaches (e.g. misleading advertising), it is best to provide a detailed written complaint with evidence.
Personal Details	<p>You must provide your name, contact details (email or phone), and relevant personal information.</p> <p>Anonymous complaints are accepted, but they may limit what action the VEC can take if there's no way to follow up for evidence or clarification.</p> <p>The VEC will assess anonymous complaints based on seriousness and available information.</p>
Respondent's Details	<p>Provide as much detail as possible about who the complaint is about:</p> <ul style="list-style-type: none"> • Name of the person, party, candidate, or organisation. • If known, include contact details (address, phone, or email) or any identifying information (e.g. role in the campaign). <p>If unsure, describe their connection to the election (e.g. "campaign worker for Candidate X at Y location").</p>
Relevant Facts	<p>Your complaint should clearly explain:</p> <ul style="list-style-type: none"> • What happened (describe the issue). • When and where it happened (date, time, place). • Who was involved or witnessed it. • How it affected you or others. • What you have done so far (if you tried to resolve it). • What outcome you are seeking (e.g. investigation, correction of misinformation). • Provide any supporting documents, photos, screenshots, or links. There are no formal limits on attachments, but provide only relevant and clear evidence.
What NOT to include	<p>Do not include false, exaggerated, or misleading statements.</p> <p>Avoid including irrelevant personal attacks or opinions not connected to a breach of electoral laws.</p> <p>Stick to factual information and evidence.</p>
Additional information you need to know	<p>The respondent will usually be informed of the complaint if action is taken, but the VEC protects complainant privacy where possible.</p> <p>You can request assistance from the VEC to lodge a complaint if you need help (e.g. accessibility support, language help).</p> <p>Minors (under 18) do not need guardian consent to lodge a complaint.</p> <p>If your complaint is delayed (e.g. reporting an old incident), it helps to explain why. The VEC may still investigate if the matter is serious.</p>

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	<p>Online form: VEC Complaints Portal</p> <p>Email: info@vec.vic.gov.au</p> <p>Post: Victorian Electoral Commission, Level 11, 530 Collins Street, Melbourne VIC 3000</p> <p>Telephone: 131 832 (Monday to Friday, 8:30am – 5:00pm)</p> <p>In person: Level 11, 530 Collins Street, Melbourne VIC 3000 (By appointment only)</p>
Acknowledgement of complaint	<p>The VEC will acknowledge your complaint within 5 business days of receiving it.</p> <p>A confirmation email or letter will be sent to you, with a reference number for your records.</p>
Assessment and Investigation	<p>The VEC will review your complaint to check if it falls within its powers. If accepted, the VEC will assess the seriousness, evidence, and impact of the issue.</p> <p>Investigations vary in length but most are addressed within 30-60 days. Complex matters may take longer.</p> <p>If the VEC decides not to investigate, you will be notified and given reasons why.</p>
Compliance Action (if needed)	<p>If a breach is found, the VEC can issue warnings, compliance notices, or take enforcement action.</p> <p>In serious cases, the VEC may refer the matter to another body (e.g. IBAC) or support legal proceedings.</p>
Conciliation or Mediation	<p>The VEC does not offer conciliation or mediation between complainants and respondents.</p> <p>Its role is regulatory, not dispute resolution between private parties.</p>
Outcome Notification	<p>You will be informed of the outcome of your complaint once the assessment or investigation is complete.</p> <p>The VEC will explain what action (if any) has been taken and why.</p>
Additional information you need to know	<p>Keep a copy of your complaint and any supporting documents you send.</p> <p>Notify the VEC if your contact details change or if you have new information relevant to your complaint.</p> <p>Provide all relevant information upfront where possible. Sending information in small amounts over time can slow down your complaint.</p> <p>Complaints are handled confidentially, but relevant information may be shared with respondents if needed for investigation.</p> <p>There is no cost to lodge a complaint.</p>

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

Avenue	Description
Internal review opportunities	<p>The VEC does not have a formal internal review process for complaint decisions.</p> <p>Once a complaint has been assessed or investigated, the VEC's decision is generally final.</p> <p>If you believe a serious error has been made in how your complaint was handled, you can provide further information and ask the VEC to reconsider, but there is no legal right to an internal appeal.</p>
External review/ remedies	<p>If you are unhappy with how the VEC handled your complaint (e.g. process, fairness, or conduct), you can lodge a complaint with the Victorian Ombudsman.</p> <p>The Ombudsman reviews administrative actions and decisions of Victorian government agencies, including the VEC. You should lodge a complaint with the Ombudsman as soon as possible after receiving the VEC's outcome.</p> <p>For complaints involving legal breaches (e.g. electoral offences or disputed election results), you may seek external review through:</p> <ul style="list-style-type: none"> • The Court of Disputed Returns (for election result challenges). • VCAT or other relevant courts for specific legal remedies. <p>Seeking a legal remedy can involve strict timeframes and legal complexity. You should get independent legal advice.</p>
Other option	<p>For issues involving corruption or serious misconduct, complaints can be referred to the Independent Broad-based Anti-corruption Commission (IBAC).</p> <p>For federal election matters, you must contact the Australian Electoral Commission (AEC).</p> <p>Privacy complaints unrelated to election processes go to the Office of the Victorian Information Commissioner (OVIC).</p>
Additional information you need to know	<p>If you are unsure where to take your complaint next, consider seeking help from a community legal centre or legal advisor.</p> <p>The VEC will not reconsider complaints simply because you disagree with the outcome. New evidence or a clear process error would be needed.</p>

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

Complaint body	Description
Australian Human Rights Commission	<p>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</p>

	<p>experienced discrimination, bullying or harassment on the basis of you ex, disability, race, age or sexual preference the AHRC may be able to help.</p> <p>There are also State Government discrimination complaint bodies who may also be able to assist.</p>
Office of the Australian Information Commissioner	<p>The Office of the Australian Information Commissioner (OAIC) can handle complaints about the way personal information has been handled by Australian Government agencies and some private organisations. The OAIC can also review freedom of information decisions that are made by Australian Government agencies and ministers.</p> <p>There are also State Government privacy and information complaint bodies who may also be able to assist.</p>
National Anti-Corruption Commission	<p>The National Anti-Corruption Commission (NACC) handles complaints about serious or systemic corruption in the Australian Government public sector.</p> <p>There are also a State Government corruption complaint bodies who may also be able to assist.</p>
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	<p>VEOHRC handles complaints about discrimination, sexual harassment, and breaches of human rights under Victorian laws. If an election-related issue involves discrimination (e.g., lack of accessibility for voters with disabilities), VEOHRC may be a more appropriate pathway.</p>
Independent Broad-based Anti-corruption Commission (IBAC)	<p>IBAC investigates corruption and serious misconduct within the Victorian public sector, including local councils. If a complaint involves corrupt conduct linked to electoral processes (e.g., vote rigging by public officials), IBAC is the relevant body.</p>
Local Government Inspectorate (LGI)	<p>The LGI oversees the behaviour and conduct of Victorian local government councillors and council staff. Complaints about councillor misconduct (unrelated to electoral offences) should be directed to the LGI.</p>
Victorian Ombudsman	<p>The Victorian Ombudsman investigates complaints about the administrative actions of Victorian government agencies, including the VEC. If you are dissatisfied with how the VEC handled your complaint (e.g., procedural fairness), you can escalate to the Ombudsman.</p>
Australian Electoral Commission (AEC)	<p>The AEC is responsible for managing federal elections. Complaints about federal election conduct, candidates, or processes (e.g., for the House of Representatives or Senate) should be directed to the AEC, not the VEC.</p>
Additional information you need to know	<p>For most Victorian state and local election complaints, the VEC is the correct starting point.</p> <p>Complaints may overlap with other bodies depending on the nature of the issue (e.g., privacy, discrimination, corruption).</p>

The VEC will refer you to the appropriate body if your complaint falls outside its powers.

Seek legal advice if you are unsure which pathway is right for your situation.

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
Victorian Ombudsman	Website: https://www.ombudsman.vic.gov.au/ Email: complaints@ombudsman.vic.gov.au Telephone: 1800 806 314	You can contact the VO 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	Provide support to people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.
Deaf or Hearing Impaired Users	Telephone: Choose preferred NRS channel then 1800 806 314	Provides communication support for deaf or hearing impaired individuals through the National Relay Service (NRS), where you can choose their channel for assistance.

Self-help tools and additional resources

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