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Complaint form

Thank you for bringing your concern to us. You can complete this form yourself, or with the help of a support person or advocate. You can choose to remain anonymous if you like.

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| --- | --- |
| Complaints we can investigate* Communication and customer service complaints
* Allegations of corruption, misconduct, or improper conduct
* Allegations of criminal activity including [Family violence or sexual offences perpetrated by a Victoria Police employee](https://www.police.vic.gov.au/reporting-family-violence-or-sexual-offences-perpetrated-victoria-police-employee).

While complaints of any nature can be made directly to Victoria Police, complaints of a less serious nature may be resolved by speaking to the officer in charge of your [local police station](https://www.police.vic.gov.au/police-station-location).Complaints we can’t investigate* Speed camera locations, whether fixed or mobile: visit the [Road Safety Camera Commissioner website](https://cameracommissioner.vic.gov.au/)
* Infringement notices: to dispute or request a driving fine or penalty notice review, visit the [Fines Victoria website](https://online.fines.vic.gov.au/)
* Allegations or incidents that involve non-Victoria Police employees, such as Public Transport Victoria authorised officers or private security.

Making a complaint on behalf of someone elseIf someone has asked you to make a complaint on their behalf, make sure you both complete and sign the [Authority to Act](https://www.police.vic.gov.au/sites/default/files/2023-02/Authority-to-Act-consent-form-accessible-document.pdf), and include it with your complaint. | How to submit this formMail: Police Conduct UnitGPO Box 913Melbourne VIC 3001Email: Police Conduct UnitNeed help?Please do not hesitate to contact the Police Conduct Unit if you:* have questions about complaints or the process
* need more information before making a formal report
* have further information about an existing complaint
* have changed your mind about an existing complaint.

You can do this by calling 1300 363 101 or by emailing the Police Conduct Unit.PrivacyVisit our [Privacy page](https://www.police.vic.gov.au/privacy) for information about:* our Privacy Statements
* the Victoria Police Privacy Policy
* contacting the Victoria Police Privacy Unit about a privacy complaint
* for further information on how we handle your personal information
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## Part A - Contact information

1. Do you wish to remain anonymous? (required)

If you make an anonymous complaint, we will not be able to contact you to seek further information or update you on the progress or outcome. It will also mean we are unable to discuss the complaint with you if you contact us.

[ ]  Yes **(Go to Part C – Complaint details)**

[ ]  No **(Go to Question 2)**

1. Your contact details:

Your last/family name **(required)**: Click or tap here to enter text.

Your first/given name **(required)**: Click or tap here to enter text.

Your residential address **(required)**: Click or tap here to enter text.

Your postal address: Click or tap here to enter text.

Date of birth (DD/MM/YYYY) **(required)**: Click or tap here to enter text.

Your email address **(required)**: Click or tap here to enter text.

Your preferred contact number **(required)**: Click or tap here to enter text.

Your preferred contact method **(required):** [ ]  Email, [ ]  Phone, or [ ]  Mail

1. Are you making this complaint on behalf of another person? (required)

If ‘Yes’ an [Authority to Act](https://www.police.vic.gov.au/sites/default/files/2023-02/Authority-to-Act-consent-form-accessible-document.pdf) consent form must be completed by you and the person affected by the complaint, and submitted with this complaint.

[ ]  Yes **(Go to Question 4)**

[ ]  No **(Go to Part B – Support needs)**

1. **What is your relationship to the person you are making the complaint for? (required)**

Click or tap here to enter text.

1. **Details of the person you are making the complaint on behalf of:**

Their last/family name **(required)**: Click or tap here to enter text.

Their first/given name **(required)**: Click or tap here to enter text.

Their preferred contact number **(required)**: Click or tap here to enter text.

Their email address **(required)**: Click or tap here to enter text.

1. Is the affected person of Aboriginal or Torres Strait Islander descent? (required)

This information helps us better understand people’s needs.

[ ]  Aboriginal

[ ]  Torres Strait Islander

[ ]  Both Torres Strait Islander and Aboriginal

[ ]  Neither Torres Strait Islander nor Aboriginal

[ ]  Prefer not to say.

## Part B - Support needs

Understanding if you have any support needs helps us better understand and assist you during the complaint process.

This question is not compulsory and will not affect the way in which your complaint is handled. However, the information is captured to allow Victoria Police to tailor our response to the affected person’s specific needs.

1. Do you have any accessibility needs or disability that the police need to know about to assist you with during the complaint process?

[ ]  Yes

[ ]  No

[ ]  Prefer not to say.

If you have answered ‘Yes’, and you are comfortable, please provide details:

Click or tap here to enter text.

## Part C – Complaint details

1. Are you wishing to complain, report or provide feedback about (required):

[ ]  The conduct of individual Victoria Police employees

[ ]  Victoria Police policies, procedures, or systems

[ ]  Both

1. Date of incident (DD/MM/YYYY)

If unknown, please provide approximate date:

 Click or tap here to enter text.

1. Time of incident (DD/MM/YYYY)

Please provide the time in the following format: HH:MM PM/AM. If unknown, please provide an approximate time.

 Click or tap here to enter text.

1. Location of incident

Please provide the address if known. Otherwise, provide the name of a nearby business, or a description of a public place (Example: Frank's Milkbar).

Click or tap here to enter text.

1. **Please provide details of your allegation or complaint, starting with a general description of what occurred** (required)

You can include an extra document in your submission if you want.

Click or tap here to enter text.

1. Is the complaint or feedback against a Victoria Police employee?

[ ]  Yes **(Go to Question 14)**

[ ]  No **(Go to Question 15)**

1. **Provide details of the Victoria Police employee(s) that the allegation or complaint is against**

If you do not know the names, please provide any other identifying details such as registered number, employee number, rank, station or work unit.

Click or tap here to enter text.

1. Victoria Police vehicle registration

If a Victoria Police vehicle was involved, please provide the entire or partial registration number if known.

 Click or tap here to enter text.

1. Witnesses or other people involved

Please provide the names and contact details, including telephone numbers, of any other people who may be able to help us to resolve your complaint.

 Click or tap here to enter text.

1. List any other evidence or supporting information you would like to include to support your complaint such as a video, photographs, penalty notice or statements.

If you are unable to attach the evidence to the email when submitting this complaint, please let us know and we will send you a link to upload the evidence. Otherwise, we will arrange to collect it later. You can also provide other evidence at a later date.

 Click or tap here to enter text.

1. Have you previously complained to the police, the Independent Broad-based Anti-corruption Commission (IBAC), or anyone else? (required)

[ ]  No previous complaint

[ ]  IBAC

[ ]  Member of Parliament

[ ]  Minister for Police

[ ]  Victims of Crime Commissioner

[ ]  Victorian Equal Opportunity and Human Rights Commission

[ ]  Victoria Police

[ ]  Other – please specify: Click or tap here to enter text.

1. What outcome are you hoping for from this complaint?

The outcome will depend on the result of any inquiry.

Click or tap here to enter text.

## Part D – Descent details

This information helps us better understand our audiences.

1. Are you of Aboriginal or Torres Strait Islander descent? (required)

[ ]  Aboriginal

[ ]  Torres Strait Islander

[ ]  Both Torres Strait Islander and Aboriginal

[ ]  Neither Torres Strait Islander nor Aboriginal

[ ]  Prefer not to say

## Part E - General information

The answers to these questions will help us identify and quickly address complaint trends involving community groups. These questions are not compulsory, and if you choose not to answer the questions it will not affect the way in which your complaint is handled.

1. How would you describe your gender?

[ ]  Man

[ ]  Woman

[ ]  In another way

If you have answered ‘In another way’, please provide details if you are comfortable:

Click or tap here to enter text.

1. Do you identify as LGBTIQA+?

[ ]  Yes

[ ]  No

If you have answered ‘Yes’, please provide details if you are comfortable doing so:

Click or tap here to enter text.

1. Do you identify as a person with a disability?

[ ]  Yes

[ ]  No

If you have answered ‘Yes’, please provide details if you are comfortable doing so:

Click or tap here to enter text.

1. How would you describe your cultural background?

Click or tap here to enter text.

1. What country were you born in?

Click or tap here to enter text.

1. What language do you speak at home?

Click or tap here to enter text.

## Part F - Declaration

By submitting this form, I acknowledge the information I have submitted it true and correct to the best of my knowledge. I understand that making a false report and/or providing false or misleading information during an investigation is an offence.

[ ]  I confirm that I have read and understood the declaration. **(Required)**

Signed: Click or tap here to enter text., Date: Click or tap to enter a date.