Introduction

The OPP and the DPP strive to maintain excellent service and are committed to continual service improvement. Any dissatisfaction with the service by way of a complaint about the OPP or the DPP is carefully considered and responded to and the response forms an essential part of the OPP’s continual service improvement process.

All complaints will be dealt with consistently, expeditiously and fairly.

Complaints by victims, members of the public, etc

Various persons including victims, defendants, witnesses and other members of the public may have concerns or may feel aggrieved about a particular matter handled by the OPP and may wish to make a complaint.

A complaint may be made about the outcome of a particular matter such as a decision not to proceed with a prosecution, a discharge of a prosecution at committal, a sentence handed down or a decision not to appeal against a conviction and or sentence.

A complaint may also be made about the conduct of OPP staff, the DPP or members of the Victorian Bar briefed on behalf of the SPP.

Who can I complain to?

To lodge a complaint, you can write or email us.

- Email us at: communityliaison @opp.vic.gov.au

- Write to us or complete our complaints form and post to the Manager, Policy and Advice Directorate, OPP, 565 Lonsdale Street, Melbourne , VIC 3000 or PO Box 13085, Melbourne VIC 8010

Where it is not possible to resolve your issue straight away, we will conduct a thorough investigation of your concerns and keep you informed of the progress and notify you of the outcome.

You may wish to use the attached Complaint Form to submit the details of your complaint.
Please note that if you wish to make a complaint under the Protected Disclosures Act 2012 in respect to the OPP and its employees and/or officers, the SPP, a Crown Prosecutor, the Chief Crown Prosecutor and/or the DPP about improper conduct or detrimental action, you must make the disclosure to the Independent Broadbased Anti-Corruption Commission (IBAC). For further information, please refer to the Protected Disclosure Guidelines contained on the OPP website at Resources/General Publications.

**Privacy**

The OPP respects the privacy rights of individuals who wish to make a complaint. Any personal and health information you provide in connection with your complaint will be handled in accordance with all applicable privacy laws and will be used for the purposes of investigating your complaint.
To ensure we have all the information we need to investigate your complaint please include all the required information.

| Name of person lodging complaint: |
| Address: |
| Telephone: |
| Mobile: |
| Email: |
| Details of Matter: |
| Date of Complaint/Incident: |
| PRISM Ref No. (if known): |

**Tell us what happened**

Please clearly detail the circumstances and events that have led to your complaint. Please include all relevant information in a legible manner and attach copies of any relevant documents that might help us to investigate your complaint. If more space is required please continue on a separate sheet.

**The outcome or resolution I seek from this complaint is:**

Signature  ………………………………………………………………………

Date  ………………………………………………………………………