

Complaints create change

*Speak up to stand up
for yourself and others*

You have the right to complain about the actions and decisions of public bodies in Victoria, such as state government departments, agencies like WorkSafe and VicRoads, and local councils.

If you think you've been treated unfairly, the first step is to try and resolve your complaint with the agency directly.

Some complaints can be resolved with a phone call, but others may need to be put in writing, particularly if it's complicated.

Either way, a phone call to the agency to start can help you understand their complaints process, such as who to contact and whether to use a special form. If you need help putting your complaint in writing, you can also ask the agency.

Speak up to create change

The LGBTIQ+ community can use complaints to create change and help overcome barriers, including issues related to:

- updating names or gender markers on official documents
- accessing safe and inclusive public healthcare, education and housing
- participating in public life and using public facilities and services
- the promotion and protection of human rights, including equality.



When making a complaint, here are some things that can help:

- Be clear and concise – describe what happened and why you think it was unfair.
- Have relevant documents handy – you might even have a reference number, like on a fine, claim or rates notice.
- Provide the details you have, such as names and dates, who you spoke to, what they said and when – don't forget to include your details so they can get back to you.
- Stay calm and focus on the issue – even if you're feeling frustrated!
- Suggest practical ways you think the problem could be solved.

If you resolve your complaint on the phone, it's a good idea to ask for confirmation in writing and keep copies of letters and emails in case you need to take the matter further.

If you're still unhappy after the agency has dealt with your complaint, ask what rights of review or appeal you have.

The agency might offer you an internal review or you can contact the Victorian Ombudsman.

The Victorian Ombudsman is an independent and impartial umpire. Our focus is trying to resolve complaints quickly and informally, including by conciliation. We are also the state's human rights complaint handler and investigator. We deal with complaints about more than 1,000 Victorian public bodies.

Through complaints, we can create change and help ensure that laws, policies and practices are fair and free from discrimination.

Making a complaint to a public body



STEP 1

Contact the agency directly and try to resolve your complaint.



STEP 2

If you're not sure the agency has understood or you're not satisfied with the response, write a letter or email to the agency.



STEP 3

If you're still not satisfied with the response, ask about rights of review or appeal – or make a complaint to the Victorian Ombudsman.



More information

Make a complaint online

Find out what complaints we can help with and how the process works



Read about our work

Find out about investigations, training and better practice guides

