

From: **Complaints** <complaints@ombudsman.vic.gov.au>

Date: Mon, 30 Oct 2023 at 14:01

Subject: Automatic Reply: Fwd: Public interest disclosure

To: bunjilfire@gmail.com <bunjilfire@gmail.com>

This is an automatic reply to your email to confirm its receipt. If you are making a complaint to the Ombudsman, we ask that you please read the attached Information Sheet.

Our office is currently receiving a high number of complaints. We apologise for any delay in responding to you and thank you for your understanding.

A case officer will contact you once allocated to your matter. If your matter is urgent, you may contact our office on 1800 806 314.

MAKING A COMPLAINT?

If you have not done so already, could you please email your contact telephone number(s).

ALREADY GOT A COMPLAINT WITH US?

Please include your Case Number in the subject line of your e-mail.

Your email will be allocated to your case officer or their manager.

They will contact you if they need more information.

COPYING (CC-ING) AN EMAIL TO THE OMBUDSMAN?

We do not usually respond to correspondence that is addressed to someone else and cc'd to the Ombudsman. Please contact us direct if you want us to act on your email.

Information sharing

If your complaint is about a person's welfare, we may share this information with another body.

If your complaint is about corruption or improper conduct, we must report it to the Independent Broad-based Anti-Corruption Commission (IBAC). IBAC may then refer it back to us for investigation.

Your complaint to the Ombudsman

Thank you for contacting us. To help us understand your complaint, if you have not already done so, please provide us:

- key dates and any documents about your complaint
- what you hope to achieve from your complaint.

What we do at the Victorian Ombudsman

The Ombudsman can receive and deal with complaints about most actions and decisions of Victorian government bodies, local councils and other publicly-funded organisations.

We always consider public resources available to us when we assess complaints. We will be professional and courteous and expect the same in return. More information about what you can expect when dealing with our office is in our Service Delivery Charter.

What we do not do

We do not investigate every complaint we receive.

- We cannot investigate private businesses, police, or the courts.
- We may decide your complaint should be referred elsewhere.
- We will not usually consider complaints about matters that happened more than 12 months ago.

We must not deal with your complaint, except in limited circumstances, if:

- You had or have a right of review to a court or a tribunal, such as for most fines and planning matters.
- It is about employment.

Our complaint process

First, we will try to resolve your complaint quickly, in 30 days. We may:

- review your documents
- look at legislation, policies or procedures
- ask the organisation you have complained about for more information.

Second, if we cannot resolve your complaint quickly, we may transfer it to another complaints team. We will contact you about the outcome of your complaint within 90 days.