

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

Date: Thu, 2 Nov 2023, 11:11 am

Subject: Victorian Ombudsman Complaint C/23/22974

To: <bunjilfire@gmail.com>

Dear Robbie

Thank you for submitting a complaint to the Victorian Ombudsman.

Your complaint will be allocated to a Complaints Officer. Once allocated, the Complaints Officer will be in contact with you about the matter.

You can find information about our timeframes at:

<https://www.ombudsman.vic.gov.au/about-us/annual-reports-and-policies/service-delivery-charter/>

To keep you informed as your complaint progresses, our office will send updates to you via email. If you would prefer to receive these via SMS, please email complaints@ombudsman.vic.gov.au with your contact number.

If you wish to follow up on your matter you can contact us on 1800 806 314.

Yours sincerely

Complaints Team

Victorian Ombudsman.