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| Complaint form |

Please complete this form to make a formal complaint about:

* the conduct of Court staff
* a Court process and/or procedure
* Court facilities or a Court service.

If you require assistance to complete this form please contact the Risk and Compliance Manager: [feedback@countycourt.vic.gov.au](mailto:feedback@countycourt.vic.gov.au).

**Important Note:** This form *cannot* be used to lodge a complaint about the capacity, conduct or decision of a Judge. Please see *Managing Feedback and Complaints Policy* on the Court’s website if you have a complaint of this nature.

**What response can I expect if I complain?**

In response to your complaint we will:

* explain the steps taken by us to investigate or resolve the complaint;
* clearly identify the outcome and, if the complaint is substantiated, the remedies offered;
* if the complaint is substantiated and it is appropriate, change our process and/or procedure; and
* if appropriate, provide an apology.

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| Name of person making the complaint |  |
| Address |  |
| Daytime Telephone number |  |
| Mobile number |  |
| Where did the complaint arise (which court location)? |  |
| Date of complaint/incident |  |

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| **What is your complaint?**  *Please clearly detail the circumstances and events that have led to you making a complaint.*  *Please include all information you consider relevant and attach copies of any documents that may help us respond to your complaint.*  *If more space is required please continue on a separate sheet.* |

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| **What outcome or resolution do you seek from lodging this complaint?** |