



VICTORIA POLICE

How to make a complaint



Easy English

About this book

This book has some hard words.

The first time we use a hard word it is in **blue**.

We write what the hard word means.



This book is about how to make a **complaint** about someone who works for the police.



A complaint is when you

- are **not** happy about what someone has done

and



- tell someone else the reason.



You can make a complaint about police who

- wear a uniform



- do **not** wear a uniform.

What can you make a complaint about?

You can make a complaint if you think the police did the wrong thing. For example they



- were rude to you
- did **not** take you seriously



- damaged your things



- told you something wrong
- did **not** let you call a

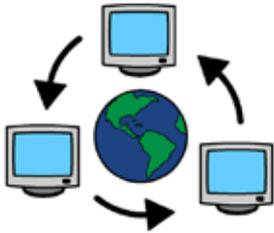
- friend
- family member
- lawyer.

Who can you tell?



You can tell someone else at the police.

How can you tell someone else at the police?



Go to your local police station.

You can find police stations on our website.

www.police.vic.gov.au



Phone 1300 363 101



Email

complaints@police.vic.gov.au



Write to

Police Conduct Unit

GPO Box 913

Melbourne VIC 3001



How do the police solve your complaint?



We have special police who can help solve your complaint.

We might need to speak to you more than one time.



We might also need to speak to other people.

For example

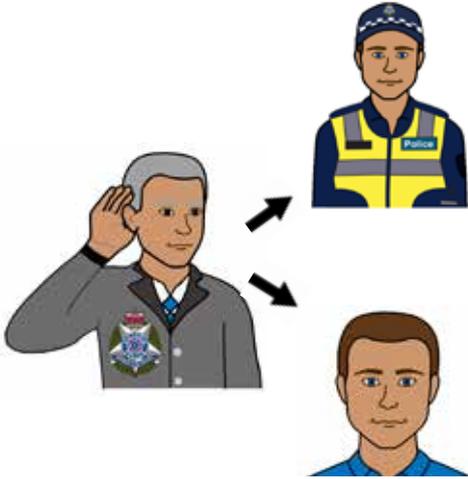
- the police you want to complain about



- someone who saw what happened.

Will the police be fair?

Yes.



We will

- listen to everyone
- respect what everyone says.

At the end we will tell everyone we talked to what we think happened.



Sometimes we think someone at the police did something wrong. We will tell you what we will do to fix the problem.



Sometimes we think someone at the police did **not** do something wrong. We will tell you why.

What can you do to help the police solve your complaint?



Tell us

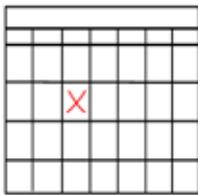
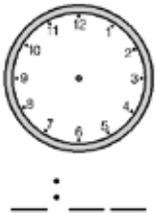
- where you were



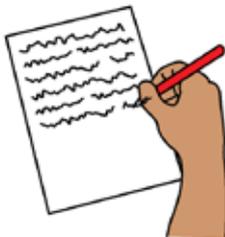
- who you spoke to



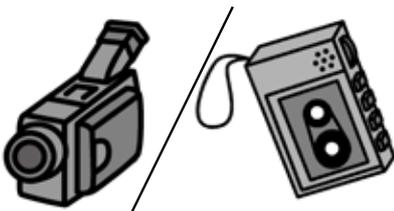
- who was with you



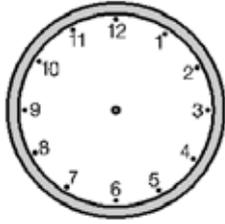
- the date and time.



We will write down what you say.



We might also record what you say.



How long does it take for the police to solve your complaint?

SUN	MON	TUE	WED	THU	FRI	SAT

We try to solve small complaints in 7 days.

Sometimes we need more time because it is hard to solve the complaint.



For example we might need to

- speak to a lot of people
- find a lot of evidence.



3-6

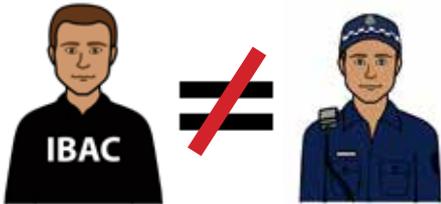


Some complaints take 3 to 6 months to solve. We will tell if your complaint will take a long time.

What happens if you are not happy?



You can contact people at **IBAC**.



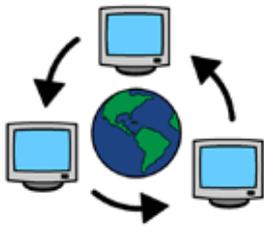
The people at IBAC do **not** work for the police.

They are **independent**. This means that they do **not** take sides.

They will tell you how they can help you.



How can you tell people at IBAC?



Go to their website

www.ibac.vic.gov.au



Write to

GPO Box 24234

Melbourne VIC 3001

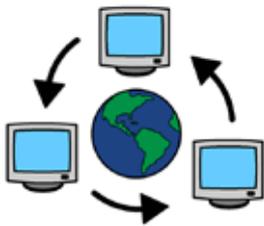


Call 1300 735 135

Who else can you contact?



You can also contact the people at the Victorian Equal Opportunity and Human Rights Commission. They are independent.



Go to their website

www.humanrightscommission.vic.gov.au



Write to

Level 3

204 Lygon Street

Carlton VIC 3053



Call 1300 891 848



Email

enquiries@veohrc.vic.gov.au

Other ways to contact the police



Are you deaf or is hearing hard for you?

You can use TTY

Call 1800 555 677

Then give the number 1300 363 101



Is speech hard for you?

You can use the National Relay Service.

Call 1300 555 727

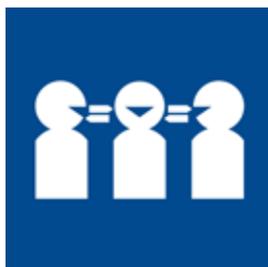
Then give the number 1300 363 101



Is English hard for you?

Do you speak a different language?

You can ask for an **interpreter**. An interpreter speaks your language.



You can ask for an interpreter if you go to a police station. An interpreter can also help you on the phone. Call 13 14 50

Then give the number 1300 363 101

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Scope's Communication and Inclusion Resource Centre

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