

Department of Justice – Working with Children Check

Complaint Form

The Working with Children Check (WWCC) Unit places a strong emphasis on effective and responsive resolution of complaints.

If you wish to try and resolve your complaint by telephone, please contact the WWCC Unit information line on 1300 652 879. If you would like to make a written complaint, you can complete this form **OR** detail your complaint in a letter.

To assist us in responding to your complaint, it is important that you include all the required information in a legible manner. Please also provide us with certified copies (not the originals) of any documents that may help us to investigate your complaint (for example, any correspondence or records of conversations). Please submit the copies with this form or your complaint letter. If you do not provide us with all relevant details, we may not be able to respond to your complaint in the most effective and timely manner. If you need assistance with making a written complaint, please call the WWCC Unit information line on 1300 652 879.

Your details

| | |
|---|--|
| Name: | |
| Mailing address: | |
| Home telephone number: | |
| Work telephone number (if applicable): | |
| Email address (if applicable): | |
| WWCC Application/Card Number (if applicable): | |

| Please complete this section if you are complaining on behalf of another person | |
|--|--|
| Name of that person: | |
| Mailing address of that person (if different from yours): | |
| Your relationship to that person: | |
| Please provide proof of your authorisation – i.e. a written authorisation by the person wishing to make the complaint. Please submit it with this form or your complaint letter. | |

Details of your complaint/feedback

If more space is required to answer these questions, please attach additional pages.

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| Please give details of your complaint (including all the information you think is relevant to your complaint): |
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| How has this affected you? |
|----------------------------|
| |

| What outcome are you seeking? |
|-------------------------------|
| |

Please sign and date this form:

| | |
|------------------|-------------|
| Signature: _____ | Date: _____ |
|------------------|-------------|

What to do next:

Mail your form or letter and attached documentation to:

The Director
Working with Children Check Unit, Department of Justice
GPO Box 1915
MELBOURNE VIC 3001

OR

Fax your letter or form and attached documentation to:

The Director
Working with Children Check Unit, Department of Justice
Fax: (03) 8803 8504

What happens then?

Upon receipt of your complaint, we will send you an acknowledgment letter within 5 working days and nominate a complaints officer to help resolve the problem.

We will endeavour to resolve your complaint within 20 working days. We will advise you if this is not achievable. In the meantime, you can check the progress of your complaint by calling the WWCC Unit information line on 1300 652 879.

What if you are not satisfied with our decision?

If you are not satisfied with the way your complaint has been handled you may elect to pursue matters with the Victorian Ombudsman. You can do so by telephone on (03) 9613 6222 or online at www.ombudsman.vic.gov.au.

Your privacy

The Department of Justice is bound by the *Information Privacy Act 2000 (Vic)*, which protects your privacy in relation to the collection, use, management and disclosure of your personal information.

The information you give us will only be used to investigate and respond to your complaint. If you also refer your complaint to the Ombudsman, we may need to disclose information to the Ombudsman's Office. De-identified complaint information is used in our business improvement processes.

If you wish to access your personal information please call us on the WWCC Unit information line on 1300 652 879 to discuss this. Alternatively, you may wish to make a freedom of information request under the *Freedom of Information Act 1982 (Vic)*.