

If you believe that you have experienced any form of discrimination, you have the right to lodge a complaint with the ACT Human Rights Commission (HRC). See details below.

ACT Human Rights Commission (HRC)

The HRC was established in 2005 to promote and protect the rights and wellbeing of all people living in the ACT.

Human Rights and Discrimination Commissioner - Promotes human rights, identifies and examines issues, fosters public debate and provides community education and information about human rights.

Children & Young People Commissioner - Helps make the ACT a better place for children and young people. They listen to children and young people, resolve complaints and provide advice to government agencies and service providers.

Disability & Community Services Commissioner - Takes complaints about disability services and also to promote improvements in these services.

Health Services Commissioner - Deals with complaints about the provision of health services and services for older people.

Enquiries

9.00am to 5.00 pm (AEST) Monday to Friday

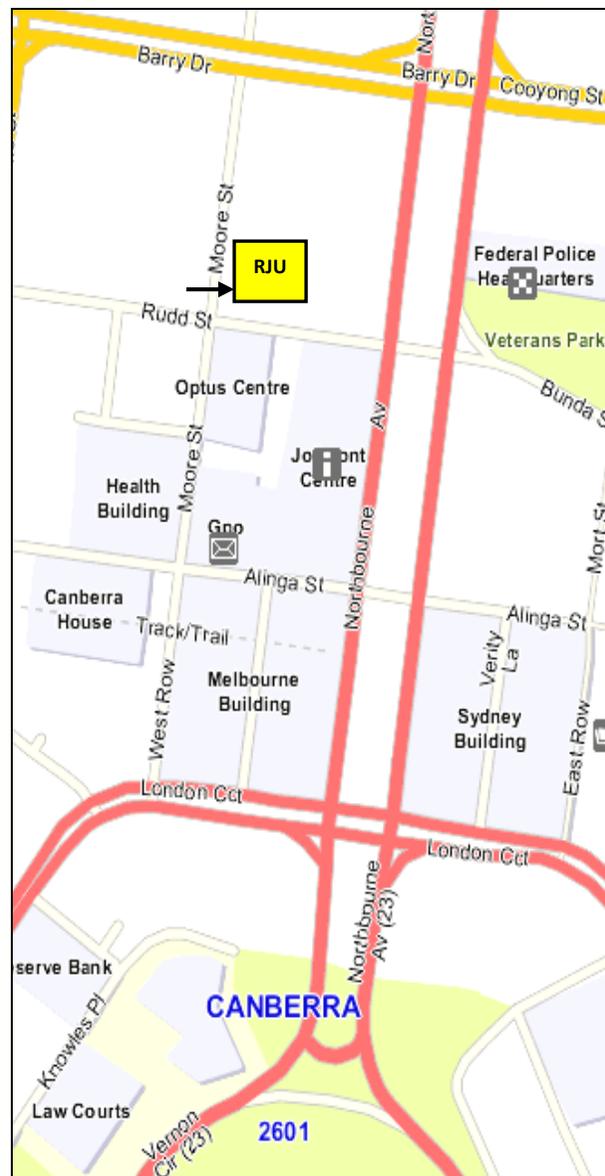
In person: Level 4, 12 Moore St., Canberra ACT

Phone: 02 6205 2222 or 02 6205 1666 (TTY)

Email: human.rights@act.gov.au

Post: GPO Box 158, Canberra ACT 2601

Restorative Justice Unit (RJU):



Location: Ground Floor, 12 Moore St,
Canberra ACT 2601

RESTORATIVE JUSTICE (RJ) Complaints Handling Procedure

The Restorative Justice Unit (RJU) acknowledges that from time-to-time clients, their supporters and other users of the service may have concerns, issues or questions about how their matter has been managed.

The RJU welcomes the views and experiences of its clients and their supporters. We want to know about any concerns you may have about how your matter was managed so that we can respond to you and improve our service.

All complaints will be taken seriously and responded to by the Manager RJU or a person nominated by the Manager RJU.

The RJU is committed to responding to these issues in a manner that is confidential and free of prejudice.

Complaints may be raised either informally or formally.

RJU Contact Details:

Location: Ground Floor, 12 Moore St,
Canberra ACT 2601

Postal: GPO Box 158,
Canberra ACT 2601

Phone: 02 6207 3992

Fax: 02 6207 3961

Email: restorativejustice@act.gov.au

Website: http://www.justice.act.gov.au/?/restorative_justice

Informal complaints:

An informal complaint may come in the form of a verbal complaint. The staff member who receives your complaint will try and assist you in resolving it as quickly as possible. They may ask you some questions about your complaint in order to make sure they understand the nature of your complaint and how you would like to see your complaint resolved.

The staff member may tell you that the complaint seems too complicated to respond to verbally and they may ask you to put your complaint in writing. See below for information on formal written complaints.

Formal complaints:

Formal complaints need to be in writing and addressed to the Manager RJU. Written complaints need to include the following information:

- The nature of the complaint;
- The circumstances of the complaint;
- What you see as the main issues/concerns;
- Whether you have attempted to resolve the complaint with the RJ convenor responsible for your matter and the outcome of this.

You may ask someone to help you prepare the written complaint or prepare it on your behalf. Where someone has prepared the complaint on your behalf, you will need to sign the complaint and state that you give your permission for the Manager RJU to discuss your complaint with the person who has prepared it for you. This is so the manager can respond to the complaint thoroughly.

What happens when I or someone on my behalf makes a formal complaint:

Receiving a complaint:

Upon receiving a complaint, the Manager RJU or a person nominated by the Manager RJU will acknowledge in writing that your complaint has been received. You will be given an explanation of the steps involved in investigating and responding to the complaint.

Clarifying a complaint:

The Manager RJU or a person nominated by the Manager, may contact you to clarify some points in your complaint to ensure that it can be responded to appropriately.

Responding to a complaint:

It is the aim of the RJU to respond to complaints as quickly and as thoroughly as possible. This means it may take some time and some further conversations with you or others nominated by you, to find the best way to resolve your complaint.

The Manager RJU may determine that the nature of your complaint warrants a review of the matter by an independent person (a person who works for the Government but not in the RJU). If this is considered necessary, you will be informed of this.

If the complaint is about an individual staff member from the RJU, they will be advised of the nature of the complaint and have an opportunity to discuss the complaint with the Manager RJU. You will be kept informed of how the process of resolving the complaint is progressing. You will be advised in writing of the outcome of your complaint.

Complaints alleging criminal or corruptive behaviour:

Complaints that allege criminal or corrupt behaviour will be referred to the appropriate authority.

If you believe that your complaint has not been resolved satisfactorily, and you wish to take the matter further, it is your right to lodge a complaint with the ACT Ombudsman's Office. See details below.

ACT Ombudsman

The ACT Ombudsman can investigate complaints about the actions and decisions of ACT departments and authorities to see if they are wrong, unjust, unlawful, discriminatory or unfair.

Complaints made to the ACT Ombudsman can be made in writing, by phone, in person or by using the online complaint form.

Enquiries

9.00am to 5.00 pm (AEST) Monday to Friday

In person: Level 5, Childers Square, 14 Childers Street, Canberra City ACT

Phone: 1300 362 072 (Not a toll-free number. Calls from mobile phones are charged at mobile phone rates.)

Email: ombudsman@ombudsman.gov.au

Post: GPO Box 442, Canberra ACT 2601