Victim Assist Queensland

Charter of Victims' Rights – Complaint form

Form 12 - Victims of Crime Assistance Act 2009 (s25)

The Charter of Victims' Rights describes the way a victim of an act of violence, including domestic and family violence, should be treated by Queensland Government agencies and non-government organisations. You can make a complaint if an agency does not follow this Charter. You can complain directly to the agency or, you can <u>use this form</u> to ask Victim Assist Queensland to help. Victim Assist will either refer your complaint to the agency, or inform the agency of your complaint and try to resolve the issues.

If you have any questions, please contact Victim Assist:

Website:

Www.quegov.au/victimsrights

Call: 1300 546 587 / business hours)

Website: www.qld.gov.au/victimsrights Email: VictimAssist@justice.qld.gov.au
Call: 1300 546 587 (business hours)
Write: GPO Box 149, Brisbane, QLD 4001

Please tell us your details.					
Title (Mr, Mrs, Ms, Miss)					
First names					
Surname					
Home address	Unit No: Street No:	Street Name:			
	Suburb/Town:		State:	Postcode:	
Telephone	Mobile / Other (business hou	rs):			
Email				Preferred contact method:	
I need an interpreter	Yes □ Which language?			No □	
Fill out this section if you are making a complaint on behalf of someone else.					
Title (Mr, Mrs, Ms, Miss)					
First names					
Surname					
Home address	Unit No: Street No:	Street Name:			
	Suburb/Town:		State:	Postcode:	
Telephone	Mobile / Other (business hou	rs):			
Email				Preferred contact method:	
I need an interpreter	Yes □ Which language?			No □	
What is your relationship to t	the person making the complai	int?			
The person making the complaint must sign the form or give us written consent for you to complete this form on their behalf.					
The person making the co	mpiaint must sign the form o	or give us writter	consent for yo	u to complete this form on their bei	alf.
	complaint must sign the form o			u to complete this form on their bei	alf.
Have you already lodged a c		another place?			nalf.
Have you already lodged a c	complaint about this matter to a	another place?			nalf.
Have you already lodged a c	complaint about this matter to a	another place?			nalf.
Have you already lodged a c	complaint about this matter to a	another place?			nalf.
Have you already lodged a c	complaint about this matter to a	another place?			nalf.
Have you already lodged a country of the second sec	complaint about this matter to a	another place?			nalf.
Have you already lodged a collection of the second of the	complaint about this matter to a agency, when and the outcome	another place?			nalf.
Have you already lodged a country of the second sec	complaint about this matter to a agency, when and the outcome	another place?			nalf.
Have you already lodged a collection of the second of the	complaint about this matter to a agency, when and the outcome	another place?			palf.
Have you already lodged a configuration of person you dealt with the second of the sec	complaint about this matter to a agency, when and the outcome agency when a complete agency ag	another place? e. //n) /			palf.
Have you already lodged a configuration of person you dealt with the second of the sec	complaint about this matter to a agency, when and the outcome of t	another place? e. //n) /			nalf.
Have you already lodged a configuration of person you dealt with the second of the sec	complaint about this matter to a agency, when and the outcome agency when a complete agency ag	another place? e. //n) /			nalf.
Have you already lodged a configuration of person you dealt with the second of the sec	complaint about this matter to a agency, when and the outcome agency when a complete agency ag	another place? e. //n) /			palf.
Have you already lodged a configuration of person you dealt with the second of the sec	complaint about this matter to a agency, when and the outcome agency when a complete agency ag	another place? e. //n) /			nalf.
Have you already lodged a configuration of person you dealt with the second of the sec	complaint about this matter to a agency, when and the outcome agency when a complete agency ag	another place? e. //n) /			palf.
Have you already lodged a configuration of person you dealt with the second of the sec	complaint about this matter to a agency, when and the outcome agency when a complete agency ag	another place? e. //n) /			palf.



☑ Please tick which rights you think were violated.	What happened?				
☐ Treated with respect, courtesy, compassion and dignity					
☐ Personal information is not shared unless the law allows					
☐ Information about services to help you					
☐ Information about investigation of the crime					
☐ Information about prosecution of the accused					
☐ Information about the trial process, being a witness, court dates, attendance at court, the court outcome and any appeals					
☐ Information about bail applications and any bail conditions imposed, including those that may affect your safety					
☐ Protection from unnecessary contact with accused at court					
☐ Writing a Victim Impact Statement at sentencing					
☐ Return of your property					
☐ Information about convicted offender's sentence, transfer, release, or escape from jail					
☐ Opportunity to provide written submissions to the parole board					
Is there anything also you want to say about this complaint?					
Is there anything else you want to say about this complaint? Please tell us about anything else you think might help your complaint investigation. You can attach a separate sheet if you need more space. Please include copies (not originals) of any documents, which may assist with the investigation.					
What would you like to happen by making this complaint? (e.g. receive an apology, receive an explanation, organisation make a change in policy etc.)					
Signatures					
I confirm all information provided is true and correct.					
Signature of person making the complaint:	Date				
Signature of person making the complaint on behalf of another:	Date /				
Privacy notice					

The Department of Justice and Attorney-General is collecting your personal information for the purposes of managing your complaint under the *Victims of Crime Assistance Act 2009*. If your complaint is about a specific entity or entities, only your personal information which is required to assist in the response to your complaint may be disclosed to that entity or those entities. Your personal information will not otherwise be used or disclosed unless authorised or required by law. Your personal information will be handled in accordance with the *Information Privacy Act 2009*.

Email: VictimAssist@justice.qld.gov.au

Post: GPO Box 149, Brisbane, QLD 4001 Phone: 1300 546 587 | Fax: 07 3013 5365