

Office of the Director of Public Prosecutions

Compliments and Complaints

Purpose

We aim to be accessible and responsive to victims of crime, witnesses, and stakeholders in the prosecution process.

We strive to deliver a quality service and continuously improve by constructively using the feedback we receive.

We expect to receive feedback, compliments, and complaints about our work.

We want to know what we could do better, what we have done wrong, and where we have done well.

This policy explains and supports the rights of people we deal with, particularly victims of crime, to provide feedback on our service or make a complaint or seek a review of a decision we have made.

What can you give feedback or make a complaint about?

- ODPP staff conduct.
- How we handled your case – policies, procedure, or service.
- If you want a review of a decision, we have made on your case.
- If you want a review of a decision the Court made about your case.

How can you give feedback or make a complaint?

- You can send an email to DPPFeedbackandcomplaints@justice.qld.gov.au.
- You can speak to and send an email to your Victim Liaison Officer.
- You can fill out the [online compliments and complaints form](#).
- You can complete the anonymous Victim Liaison Service Survey which is sent to you by your Victim Liaison Officer.

We will acknowledge receipt of your complaint and provide an estimate of how long it will take to respond to you.

Complaints will normally take a minimum of 28 days to review and give a response.

Who can give feedback or make a complaint?

Complaints can be made by victims, witnesses, or a family member who has consent on behalf of a victim (for instance if the victim is a child).

We will not respond to complaints by members of the public who are not connected to the case.

How we will handle your feedback or complaint

All feedback and complaints will be investigated and reviewed internally by a legal manager not connected to your case, with the oversight of a Deputy Director of Public Prosecutions.

Your feedback or complaint will be provided to the relevant staff member for information during the internal review process.

A Deputy Director of Public Prosecutions will be the decision maker following the investigation and internal review.

How we will respond to your feedback or complaint

We will respond in writing **or** may ask you to take part in a meeting with us. We encourage you to have a support person with you if a meeting is arranged. A support person must be someone who you feel comfortable speaking with about your case but who is not a witness in your case.

Once your feedback or complaint has been responded to, we will not provide a further response to feedback or complaints about the same issue.

Timeframes for dealing with your feedback or complaint.

We will deal with your feedback or complaint as quickly as possible. Attempts will be made to respond within 28 business days.

If we need more time to respond we will write to you and let you know.

