



Breach of Victim Guidelines

Complaints form

If you have been the victim of a crime, you have the right to be treated with courtesy, dignity and respect. If you believe that any WA government department, or any person (excluding private legal officers and medical practitioners) or non-government agency funded by the State to provide services to victims of crime, has not acted in accordance with the [Victims of Crime Guidelines](#), you have the right to make a complaint. It is always recommended that the first step is to contact the agency directly, unless you do not feel comfortable doing so.

If you would like some assistance in completing this form, please contact the [Office of the Commissioner for Victims of Crime](#) on (08) 9264 9877.

Privacy Notice: The Commissioner for Victims of Crime is collecting the information that you provide on this form for the purpose of investigating complaints in relation to breaches of the [Victims of Crime Guidelines](#). The details of your complaint will only be disclosed to the agency or contractor that you are making the complaint against with your consent. If you do not consent, your concerns can be noted but will not take any action. The Commissioner for Victims of Crime will collate non-identifying data arising from this complaint to use for reporting and identifying trends.

All questions are optional. Please provide us with as much information as you can.

Part A: Details of the person making the complaint

Name Title First name Surname

Gender Date of birth (dd/mm/yyyy)

Address Postcode

Contact Phone Email

Please list any disabilities or special needs

Are you of Aboriginal or Torres Strait Islander origin?

No Yes, Aboriginal Yes, Torres Strait Islander

Part B: Details of the representatives applying on behalf of the complainant

Name Title First name Surname

Contact Phone Email

Your relationship to complainant

Reason for acting on behalf of complainant

Part C: Details about your complaint

What is the name of the agency/service provider that the complaint is against?

Please outline what your complaint is about

Have you spoken to the agency / service provider directly? *(Please tick (✓) the appropriate box)*

- Yes – When did you contact the agency/service provider and what action was taken?

- No, please provide reasons why you have been unable to contact the agency in the first instance:

What action would you like to see happen in response to your complaint?

Please indicate which of the [Victims of Crime Guidelines](#) you consider your complaint applies to.

(A full version of the Victims Guidelines is available in the ['Information about making a complaint under the Victim's Guidelines'](#) that accompanies this form.

- 1. All victims should be treated with courtesy, compassion and respect
- 2. Victims should have access to counselling
- 3. Protection by law
- 4. Inconvenience to victims should be minimised
- 5. Privacy of victims is protected
- 6. Staying informed as a victim
- 7. Staying informed as a witness
- 8. Sentence and appeals
- 9. Return of property
- 10. Supervised release
- 11. Offender release
- 12. Offender escape

Part D: Information about the crime

The following questions refer to information about the crime. *You only need to answer the questions if you feel comfortable doing so.*

What was the crime that occurred? *(Please tick the appropriate box as it relates to your complaint)*

- Theft
- Theft with assault
- Car theft
- Indecent assault
- Sexual assault
- Assault
- Homicide
- Fraud
- Damage to property
- Stalking/harassment
- Domestic violence
- Burglary
- Other ► Please provide details

What is the stage of the case?

- Report to police
- Investigation
- Arrest
- Plea
- Trial
- Sentencing
- Parole hearing
- Other ► Please provide details

If you have a police reference number, please provide it here

Part E: Please tick if you agree with the following

- Check this box if you consent to the information provided to be released for the purposes of investigating this complaint

<i>Applicant's Name</i>	<i>Date</i>
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If you under 18, a parent or guardian must submit the complaint on your behalf. If you are submitting on another person's behalf complete this section:

<i>Name of parent or guardian</i>	<i>Date</i>
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No additional documentation is required at this stage. We will contact you if we need further information.

Thank you for contacting the Office of the Commissioner for Victims of Crime. We do our best to resolve complaints with 21 days; however this may vary depending on the complexity and type of complaint.

Office use only

Victims of Crime Guidelines upheld as a breach

No Yes

Guidelines breached 1 2 3 4 5 6 7 8 9 10 11 12

Action taken

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Date completed

Actioned By
