



Complaint form

www.ibac.vic.gov.au

This form asks important questions about your complaint. Your answers help us decide what response is needed. They also help us detect broader issues, and corruption and misconduct risks across the public sector. We'll contact you if we need more information.

Before making a complaint

- Learn [who IBAC can and can't investigate](#). Are we the right agency to contact with your concerns?
- Be clear on who and what you are complaining about.
- Understand your privacy options and what happens to your complaint.
- Have you already complained to another agency? If so, please provide the details.
- You need written consent to make a complaint on behalf of another person. Complete [Appendix A - Authority to Act](#) and include it with your complaint.

Privacy

IBAC manages your personal information carefully and in accordance with relevant legislation. If we refer your complaint to another agency, we'll send the information you give us, including your personal details, to that agency.

For details on how we handle your personal information, visit www.ibac.vic.gov.au/privacy.

How to fill in this form

- Type or print clearly using a black or blue pen.
- Read each question carefully.
- Provide copies of supporting documents, not the originals.

Send this form to:

Mail GPO Box 24234 Melbourne Vic 3001
Email info@ibac.vic.gov.au
Fax (03) 8635 6444

Need help?

Call us on **1300 735 135** if you need help filling out this form.

Alternative communication services

- TTY users phone 1800 555 677 then ask for 1300 735 135.
- Speak and Listen users phone 1800 555 727 then ask for 1300 735 135.
- Internet relay users connect to the National Relay Service and ask for 1300 735 135.

Translation and interpreter services

We provide this form in more than 20 languages. See www.ibac.vic.gov.au/mylanguage.

Alternatively, the Translating and Interpreting Service (TIS) has interpreters for more than 120 languages and dialects.

To use this service call either:

- IBAC on 1300 735 135, or
- TIS directly on 131 450.

More information

Read our [Reporting corruption and misconduct information sheet](#) available at www.ibac.vic.gov.au.

Part A – Your details

1. Do you want to make an anonymous complaint?

If you select 'Yes', IBAC won't be able to contact you to seek further information, or discuss the complaint if you contact us.

- Yes **Go to Q15** No **Go to Q2**

2. Your name

Given name (first name)

Middle name(s)

Family name (surname)

3. Have you already complained to IBAC about this?

- Yes No

If yes, include your IBAC reference number below and **go to Q29**.

4. Are you under 18?

- Yes No

5. Do you speak a language other than English at home?

- Yes No

If yes, what is your preferred language?

Do you need an interpreter or translator to talk with IBAC?

- Yes No

6. Do you need a communication aid or service?

- Yes No

If yes, please describe the assistance required:

7. Gender

- Woman
 Man
 Gender diverse (if you'd like to, please specify):

- Prefer not to say

8. Are you Aboriginal or Torres Strait Islander?

- No
 Yes, Aboriginal
 Yes, Torres Strait Islander
 Yes, both
 Prefer not to say

9. Contact details

If you'd like to be contacted about your complaint, please provide at least one way for IBAC to contact you.

Email address

Phone number

Mailing address

Unit/house number and street name (or PO Box, RMB, RRB)

Town/suburb

Postcode

State

Country

What is the best way to contact you?

- Email Phone Mail

Part B – Your complaint

10. Are you making this complaint on behalf of someone else?

If yes, you'll both need to complete the [Appendix A - Authority to Act](#) to prove the person knows about the complaint and authorises you to act for them.

- Yes **Go to Q11** No **Go to Q15**

11. Does this person know that you're making this complaint on their behalf?

- Yes No

12. Details of the person you're making this complaint on behalf of.

Given name (first name)

Middle name(s)

Family name (surname)

Please provide at least one way to contact the person.

Email address

Phone number

Mailing address

Unit/house number
and street name
(or PO Box, RMB, RRB)

Town/suburb

Postcode

State

Country

13. What is your relationship to the person?

- Legal guardian
 Family member, friend or associate
 Formal advocate (lawyer, social worker, etc)
 Work colleague
 Other (please specify):

14. Please explain why you're making this complaint on behalf of someone else.

15. Which Victorian Government office or body are you making a complaint about?

- Victoria Police (including Protective Services Officers, police officers, custody officers, recruits and employees)
- Member of Parliament
- State government department/agency
- Judge or Magistrate
- Council
- Public hospital
- State primary or secondary school
- Other (please specify):

16. Have you previously complained to another agency about this?

- Yes **Go to Q17** No **Go to Q18**

17. Which agency did you complain to, when did you make the complaint and what was the result?

Tell us who you complained to, what you complained about, and when you made the complaint. Include any response you received, and attach copies of any other documents relating to your complaint (not the originals).

18. Please provide details of your complaint.

Describe in detail the corrupt conduct or police misconduct you believe has occurred. Include names of people, their positions (if known) and the organisations involved.

19. When did the conduct happen?

If you don't know an exact time or date, please tell us what you remember (for example, January 2023). If the conduct happened more than once, please list dates/timeframes.

20. Did the conduct you are complaining about happen more than 12 months ago?

Yes **Go to Q21** No **Go to Q22**

21. Please tell us why you didn't make this complaint to IBAC sooner.

We understand there may be good reasons for a delay in reporting. Explaining the reasons for a delay longer than 12 months helps us assess your complaint.

22. Where did the conduct happen?

Provide location(s) including suburb/town and address or landmark name, if known.
(for example: West Smithtown Police Station, 49 Main Street, Smithtown).

23. Do you have any other specific information you wish to provide?

For example, an officer's badge number, car registration, etc.

24. Do you have any emails, photographs, videos or other supporting documents?

Yes No

If yes, please attach or enclose copies (not originals) when submitting this complaint.
Alternatively, if you've provided contact details, IBAC may contact you to ask for these items.

25. What was the impact of the conduct you're complaining about?

For example, injury, financial, personal or professional loss.

26. Did anyone else witness the conduct?

Yes No

Witness details

Name or describe any witnesses and what you believe they know or saw (include as much detail as you can).

27. Is there anything you want to tell us about your personal situation that's relevant to this complaint?

For example, concerns about reprisals, bullying or discrimination.

28. What outcome are you seeking by making this complaint?

IBAC investigates serious public sector corruption and police misconduct. We can't consider or award compensation, or consider the merits of a judicial decision or order.

29. If you've previously complained to IBAC about this, please provide any further information you wish to include.

Important information

IBAC complies with Victorian privacy legislation when collecting and managing personal and health information.

IBAC's [Privacy and Health Information Statement](#), available on our website www.ibac.vic.gov.au, details how IBAC collects, manages, uses and discloses personal information. IBAC is legally authorised to disclose information to outside persons and bodies in certain circumstances.

It is an offence to make a false complaint or give misleading information. If you wilfully provide false or misleading information to IBAC, it may result in criminal prosecution.

IBAC will only contact you if more information is required. If you've chosen to make this complaint anonymously, we won't be able to contact you or give you feedback on the outcome of your complaint.

Declaration

Please tick applicable boxes to confirm:

- To the best of my knowledge, the information provided in this complaint is correct.
- I understand the information on this form may be disclosed to another agency or body.
- I am making this complaint on behalf of another person and have completed [Appendix A - Authority to Act](#).

Name	<input type="text"/>
Date	<input type="text"/>

Send this form to:

Mail GPO Box 24234 Melbourne Vic 3001
Email info@ibac.vic.gov.au
Fax (03) 8635 6444

Level 1, North Tower
459 Collins Street
Melbourne VIC 3000
GPO Box 24234
Melbourne VIC 3001

T 1300 735 135
F (03) 8635 6444
E info@ibac.vic.gov.au

IBAC is Victoria's anti-corruption agency. We are responsible for preventing and exposing public sector corruption and police misconduct. We do this by:

- investigating serious corruption and police misconduct
- educating the public sector, police and community about the risks and impacts of corruption and police misconduct and how to prevent it.

To report corruption or misconduct, call 1300 735 135 or visit www.ibac.vic.gov.au.

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