



# Stolen Generations Reparations Package

## Providing Feedback or Making a Complaint

**The Victorian Government has established the Stolen Generations Reparations Package (Package) to help address the trauma and suffering caused by the forced removal of Aboriginal and Torres Strait Islander children from their families, culture and Country.**

We are committed to providing service excellence by being responsive, accessible, impartial, consistent, professional and efficient.

We welcome feedback about our services and staff and are committed to responding fairly and with a timely response.

### Complaints about services or a staff member

You may wish to make a complaint if you are not satisfied with:

- the quality of an action taken or service provided **or**
- the conduct of a staff member.

Where possible, raise the problem first with a member of staff by phone or email. We may be able to resolve the issue quickly and effectively at that point. If you do not feel comfortable talking to that person or they are unable to resolve your concern, you can send us a written complaint by email or post.

### Complaints about the Independent Assessment Panel

The Independent Assessment Panel (Panel) determines the eligibility of applicants for the Package. You can send

a complaint about the conduct of the Panel or a Panel member to us by email or post. The Manager, Assessment & Research, Stolen Generations Reparations Unit will respond to your complaint.

### Complaints about a Panel decision (your application outcome)

The Panel is not able to change a decision about your eligibility for the Package in response to a complaint. If you are not satisfied with a decision by the Panel and think that you are eligible for the Package, you can submit a [Request for Review](#) form.

### What to include in your complaint?

When you are making a complaint, please provide the details of the complaint and what action and/or solution you are seeking. Please provide your contact details if you would like a response.

### Contact us

You can contact us informally by phone or email; or you can send us a written complaint by email or post.

- 1800 566 071
- [stolen.generations@justice.vic.gov.au](mailto:stolen.generations@justice.vic.gov.au)



- [www.vic.gov.au/stolen-generations-reparations-package](http://www.vic.gov.au/stolen-generations-reparations-package)
- PO Box 24053 Melbourne VIC 3001

### How we will respond to your complaint

If you submit a written complaint, the Manager of the relevant staff member or business area will:

- contact you within five business days to acknowledge your complaint
- investigate your complaint, which may include contacting you to discuss your complaint, reviewing your file, discussing the matter with the relevant staff member, discussing the matter with other members of staff
- review and, if appropriate, change our processes and procedures if the complaint is substantiated **and**
- if appropriate, provide an apology

When we work with you, we will:

- be respectful, approachable and considerate
- address your complaint as quickly as possible
- listen to you and actively work with you
- take all reasonable steps to resolve your complaint
- protect your privacy
- consider what is fair
- provide clear reasons for the outcome of your complaint

When working with us we expect you to:

- treat our staff with courtesy, consideration and respect – we do not allow any harm, abuse or threats directed at our staff
- provide us with all relevant information
- tell us if you need help to address your complaint – such as nominating a support person to speak to us on your behalf
- co-operate with the staff member who is handling your complaint

### Anonymous complaints and feedback

If you do not provide your name or contact details with your complaint, this will be considered to be an anonymous complaint. We will manage these types of complaints in line with this policy. We will respond if there is sufficient information.

Comments where no response or action is sought will be treated as feedback. You can provide feedback by contacting us by phone, email or post.

Feedback will not be treated as a complaint.

### Ombudsman Victoria

If you are not happy with the way your complaint has been handled, you can contact Ombudsman Victoria. This office investigates complaints made against government departments.

Ombudsman Victoria

Level 1, 459 Collins Street (North Tower)



Melbourne VIC 3000

Tel: 9613 6222

Toll free: 1800 806 314

[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

### Your privacy

We are bound by the *Privacy and Data Protection Act 2014* (Vic), which protects your privacy in relation to the collection, use, management and disclosure of your personal information.

When gathering information to respond to a complaint, we will only:

- use it to investigate and respond to your complaint
- use it to address systemic issues arising from the complaint
- if you also refer your complaint to the Ombudsman, we may need to disclose information to the Ombudsman's Office **and**
- report on de-identified complaint data internally and, if requested, to the Attorney-General.