

# Factsheet: Our complaints service

## An introduction to how we receive and manage complaints

### What does the Commission do?

The Commission is an independent organisation with responsibilities under Victoria's [human rights laws](#). Our role is to protect and promote human rights in Victoria through a range of services such as:

- helping resolve complaints
- providing information about equal opportunity and human rights
- providing education and consultancy to create fairer organisations
- carrying out research and investigations into systemic discrimination.

### How does the Commission help resolve complaints?

The Commission helps people resolve complaints of [discrimination](#), [sexual harassment](#), [racial or religious vilification](#) and [victimisation](#).

We use an informal process called conciliation to support both parties to tell their stories, listen to one another, understand the impact, and work together to find an outcome.

Our service is free, impartial, confidential, and timely. It is a simple and flexible alternative to taking a complaint to the [Victorian Civil and Administrative Tribunal](#) (VCAT).

## What do I need to know?

If you are thinking about using the Commission's complaint service, there are some important things you should know:

1. The service is voluntary. This means we cannot compel anyone to participate in the process and either party can choose to withdraw from the process at any time.
2. The Commission is independent, and we do not take sides. This means we do not advocate for or represent anyone in the process.
3. The Commission is not a court or tribunal. This means that we do not have the power to make findings about a complaint or make decisions about the appropriate outcome to resolve it.
4. The process is confidential. This means that anything said or done in the process generally cannot be used in any related court or tribunal proceeding.

## What are our guiding principles?

Our service is guided by the following principles:

<b>Impartiality</b>	We do not take sides, make findings about the merits of a complaint or make decisions about the outcome.
<b>Fairness</b>	We take all reasonable steps to support all parties to participate in the process on equal terms, including addressing any power imbalances.
<b>Flexibility</b>	As far as possible, we tailor our approach to meet the unique needs of the parties in the process.
<b>Accessibility</b>	We ensure that everyone can participate in the process, including people with disabilities, special needs or with cultural requirements.
<b>Confidentiality</b>	We keep anything said or done in relation to the process confidential unless otherwise required by law.
<b>Timeliness</b>	We are responsive to the needs of parties, make regular contact and deliver the service in a timely manner.
<b>Cultural safety</b>	We have tailored services for First Nations peoples to ensure that our service is culturally safe and welcoming.

This factsheet is intended as a guide only. It should not be used as a substitute for legal advice.

## Where can I find more information?

You can find out more information about the Commission's complaint service at <https://www.humanrights.vic.gov.au/complaints/what-you-need-to-know/>

### Contact details

You can contact us to discuss our service confidentially on:

- 1300 292 153 or (03) 9032 3583
- [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)
- NRS Voice Relay: 1300 555 727 then use 1300 292 153
- Interpreters: 1300 152 494

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