

Victims' Charter Guidance

Sections 19, 19A and 19B: Complaints for people adversely affected by crime

Complaints Checklist

This Checklist may be used to assist individuals and agencies in implementing Charter requirements for complaints in their day-to-day interactions with victim-survivors.

It should be reviewed in conjunction with *Charter Guidance 4: Sections 19, 19A and 19B: Complaints*:

Respectful Engagement

- Explain complaints processes
- Only collect required information
- Ensure complaints process is accessible and transparent

Managing perceptions & biases

- Avoid assumptions about the basis for the complaint
- Acknowledge the diversity of lived experience

Agency & Empowerment

- Provide victim-survivors with choices around complaints timing
- Ensure processes are tailored to individual requirements

Accountability

- Inform victim-survivors of how information collected will be used and stored
- Ensure privacy policies are clear, and staff understand their obligations

Cultural Competency

- Ensure information is culturally sensitive and inclusive of diverse communities
- Communicate with victim-survivors their preferred method
- Provide regular cultural safety training to staff

