



Information Session

Complaints systems for victim-survivors

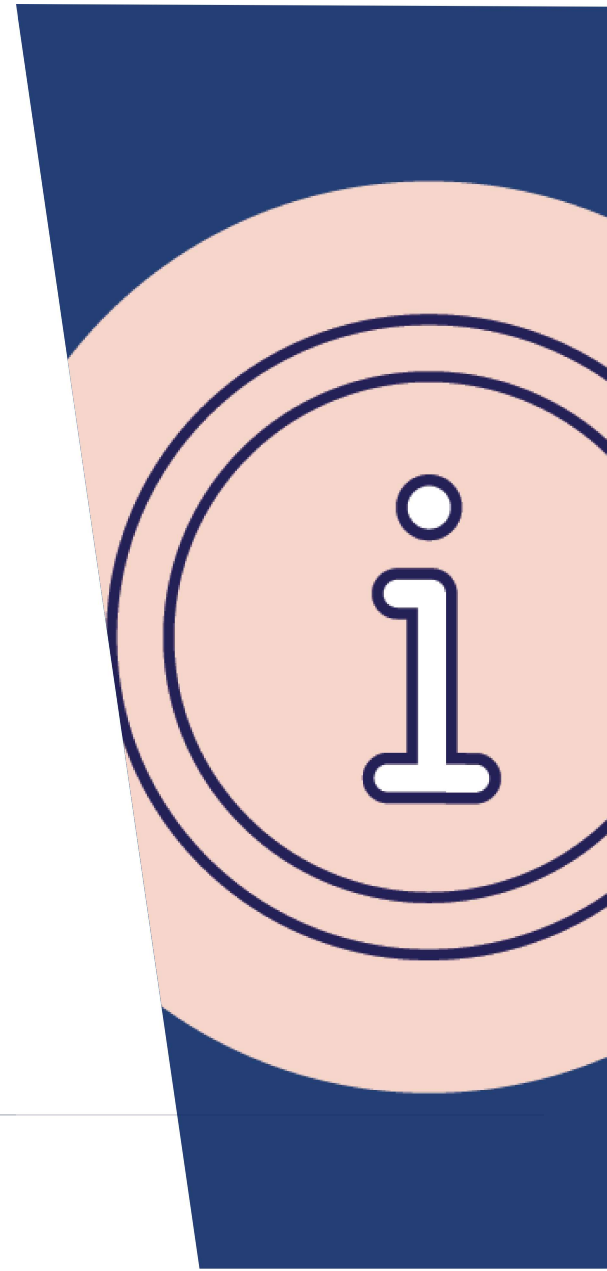
5 September 2025



Acknowledgement of Traditional Owners

Today's session

Purpose: To identify practical examples and tools for prescribed agencies to have an accessible and transparent complaints system as required under the Charter sections 19, 19A and 19B

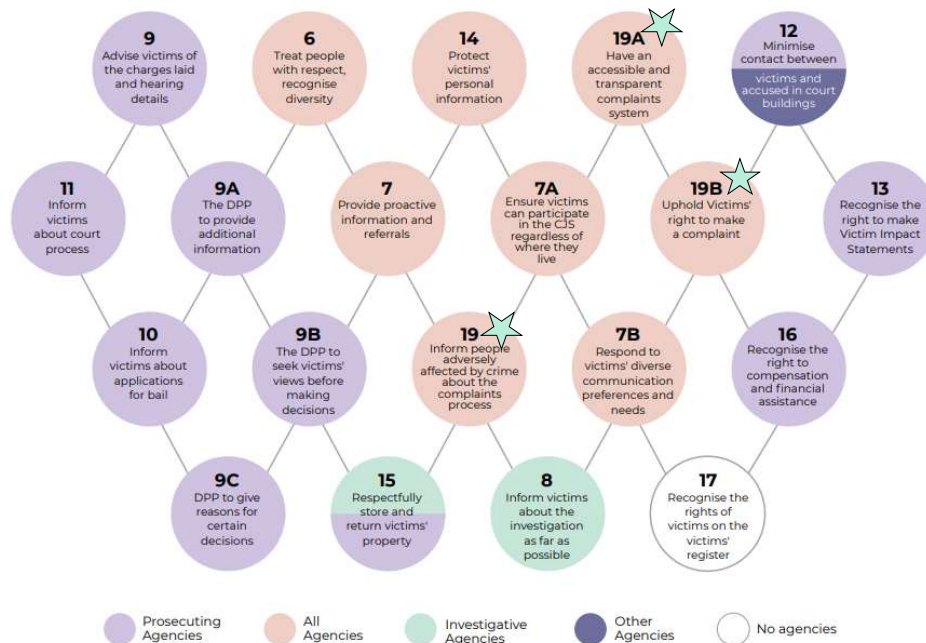


Compliance with Victims' Charter

Understand obligations under 19, 19A and 19B

Diagram 1: Victims' Charter principles and complaints handling

The figure below shows the Charter Principles and which agency is associated with that principle. The numbers indicate the section of the Victim's Charter that relates to that principle.



Trauma informed complaints

Key principles:

- Safety
- Trustworthiness
- Choice
- Collaboration
- Culturally safe
- Empowerment







Agency capability mapping – Compliance with Victims' Charter requirement 19, 19A and 19B

	Safety	Trustworthiness	Choice	Collaboration	Cultural Support	Empowerment
Foundational practice	<p>Complaints mechanism in place</p> <p>Everyone working with victims has knowledge of the process for complaints</p> <p>Agencies demonstrate that they welcome receiving feedback</p>	<p>Complaints outcomes are clear</p> <p>Agencies provide clear advice about how complaints can be addressed, possible outcomes and how complaints may be shared or used.</p>	<p>Clear information about process</p> <p>Victims are provided with clear information for informed choice</p> <p>Timeframes are set out and followed</p> <p>Complaints are provided with information about how material will be used and stored</p>	<p>Complaints process</p> <p>Agencies have consulted with people with lived experience in the design of the process</p>	<p>Complaints process is culturally sensitive</p> <p>Agencies have culturally aware processes in place</p> <p>Agencies have processes to access interpreters</p>	<p>Complaints process</p> <p>Agencies have fair and reasonable remedies in place</p> <p>Agencies are transparent about potential complaint outcomes</p>
	<p>Complaints process</p> <p>Agencies have multiple methods for making a complaint</p> <p>Agencies have safety protocols in place for complainants</p> <p>Agencies offer timely apologies and have measures in place to learn from their complaints</p>	<p>Complaints processes are clear</p> <p>Agencies provide clear information and timelines of complaints processes</p> <p>Complaints processes are accessible, by being possible for everyone to use regardless of their individual circumstances</p>	<p>Complaints processes are adaptable to individual needs</p> <p>Agencies have adaptable timelines to allow victims to contribute to decisions about timing.</p>	<p>Assessing individual needs</p> <p>Individual assessment tools are used to adequately and consistently and staff are trained in their use. Fields for name and gender are flexible, and forms and data practices are co-designed.</p>	<p>Complaints process is culturally safe</p> <p>Policies and processes are in place for staff to update knowledge about relevant services that victims are being referred to, through training, circulars, and mentoring.</p> <p>Agencies have regular training to provide cultural safety</p>	<p>Potential outcomes of complaints</p> <p>Agencies provide information about all possible outcomes for complaints and provide reasons for decisions</p>
Good practice	<p>Comprehensive complaints system</p> <p>Agencies have anonymous complaints and feedback mechanisms in place</p>	<p>Complaints data is published</p> <p>Agencies publish non-identifiable complaints and feedback data</p> <p>Agencies have a whistle-blower policy to ensure complainants will not be mistreated or denied service as a consequence of making the complaint</p>	<p>Complaints pathways provide choice</p> <p>Agencies have multiple complaint pathways</p> <p>Victim controlled pacing of the complaints process</p> <p>Agencies have early resolution options including restorative approaches and enhance facilitated</p>	<p>Codesign</p> <p>Agencies have codesigned complaints framework</p>	<p>Centralised Knowledge Management</p> <p>Agencies have developed culturally appropriate peer support pathways</p> <p>Agencies have staff from diverse backgrounds</p>	<p>Potential outcomes of complaints</p> <p>Agencies have multiple complaint pathways for resolution</p>



Complaints checklist

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
- ☑ Communicate with victim-survivors their preferred method
- ☑ Provide regular cultural safety training to staff



Q&A





Thank you