

# Feedback and Complaints Policy

## Introduction

The Magistrates' Court of Victoria (the Court) is committed to providing the highest level of service and values all feedback. Feedback and complaints are used to continually improve the quality and delivery of the Court's services and the experiences of people using the Court. We welcome feedback relating to our services, staff, or facilities.

Below you will find information relating to how you can provide us with feedback so that we can assist you as quickly as possible.

## How you can provide feedback

The best avenue for you to submit your feedback is via our [Feedback and Complaints Form](#) online.

Alternatively, you can get in touch:

- In-person at your [local Magistrates' Court location](#); or
- By post to:

**Feedback and Complaints Officer**  
**Magistrates' Court of Victoria**  
**GPO Box 882**  
**Melbourne VIC 3001**

So that we can consider your feedback as quickly as possible, please include as much detail as possible, including:

- The time, date, and place of the experience you are providing feedback about
- The names of any staff members who may have been involved where possible
- Any outcomes that you are seeking

## How your feedback will be managed

### Verbal Feedback (In-person)

Where possible, your feedback will be addressed by the staff member having the conversation with you at the time your feedback is raised.

If your feedback cannot be immediately addressed, you may submit your feedback in writing via our [Feedback and Complaints form](#) or by post.

### Written Feedback (Online form or by post)

We endeavour to respond to all written feedback within 20 business days, however sometimes this is not possible due to the complexity of the feedback or other circumstances. In this instance, you will be notified in writing the reasons for the delay and a timeframe in which you can expect a response.

We will communicate any outcomes from your feedback in writing.

### Feedback conduct

The Court will not continue to investigate or deal with feedback where we consider the feedback conduct to be unreasonable. So that we can focus on resolving the matters you raise with us, we request that you avoid:

- excessive or persistent repetition of an issue; or
- abusive or vexatious wording or behaviour

## Review of feedback outcomes

If you are dissatisfied with the outcome of your feedback, you may request a review of the decision. This will be done by an Executive Director at MCV.

If, after a review has been completed, you are still dissatisfied with the outcome or decision, you may choose to contact the [Victorian Ombudsman](#) who may have jurisdiction to investigate the complaint.

## Data Collection and Reporting

All feedback and complaints will be saved with the response and recorded in the Court's Feedback and Complaints Register.

Feedback and complaints received by MCV will be analysed to identify any opportunities to improve the quality and delivery of court services and the overall court user experience. Any personal information contained in that data will only be used or disclosed in ways set out in our [Privacy Statement](#).

High level information will be provided in the MCV Annual Report as outlined in our Service Commitment. Any data made available on our website or Annual Report will be de-identified.

## Feedback and complaints dealt with by other bodies

### Complaints about a Judicial Officer

As all judicial officers are independent decision makers, the court is unable to consider complaints or feedback relating to their conduct or decisions.

The decision of a judicial officer can only be reviewed through a formal appeal process. We recommend you consider speaking to a lawyer about how the appeal process works.

If you wish to make a complaint regarding the conduct of a judicial officer, this may be done through the Judicial Commission. The Judicial Commission is an independent body who investigates complaints regarding Victorian judicial officers.

You can make a complaint by filling out the online complaint form available on the [Commission's website](#).

### Complaints about a legal practitioner

A complaint about the conduct of a lawyer or legal practitioner should be directed to the Victorian Legal Services Board and Commissioner via their online [Consumer Enquiry Form](#).

### Complaints concerning the operation and management of court security

Complaints concerning the operation and management of court security procedures or the conduct or competency of Court Security Officers should be directed to the Court Services Victoria Security and Emergency Management Group via email to [csvsecurity@courts.vic.gov.au](mailto:csvsecurity@courts.vic.gov.au).