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How has this affected you?

What outcome are you seeking?

Signature:	Date:
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What to do next:

Mail your form or letter and attached documentation to:

Working with Children Check Unit
Department of Justice and Regulation
GPO Box 1915
MELBOURNE VIC 3001

OR

Fax your letter or form and attached documentation to:

Working with Children Check Unit
Department of Justice and Regulation
Fax: (03) 8803 8504

What happens then?

The department will send you an acknowledgement letter within five working days and nominate a complaints officer to help resolve the problem.

The department will endeavour to resolve your complaint within 20 working days and will advise you if this is not achievable. In the meantime, you can check the progress of your complaint by calling the Customer Support Line on 1300 652 879.

What if you are not satisfied with our decision?

If you are not satisfied with the way your complaint has been handled you may pursue matters with the Victorian Ombudsman. You can do so by telephone on (03) 9613 6222 or online at www.ombudsman.vic.gov.au

Your privacy

The department is 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.

The information you give us will only be used to investigate and respond to your complaint. If you also refer your complaint to the Ombudsman, we may need to disclose information to the Ombudsman's Office. De-identified complaint information is used in our business improvement processes.

If you wish to access your personal information please call the Customer Support Line on 1300 652 879 to discuss this. Alternatively, you may wish to make a freedom of information request under the *Freedom of Information Act 1982* (Vic).