

How the Commission will handle your complaint

How to make a complaint

Mail: Level 16, 150 Lonsdale Street, Melbourne 3000

Telephone: 1300 78 29 78

Email: contact@ccyp.vic.gov.au

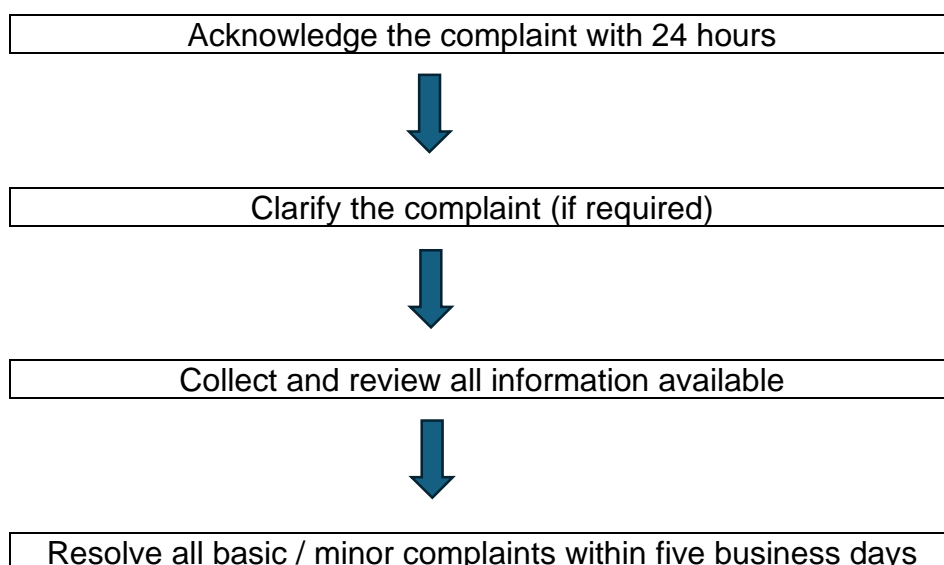
All complaints must be made to the attention of the Commission's Chief Executive Officer.

Assessment of a complaint

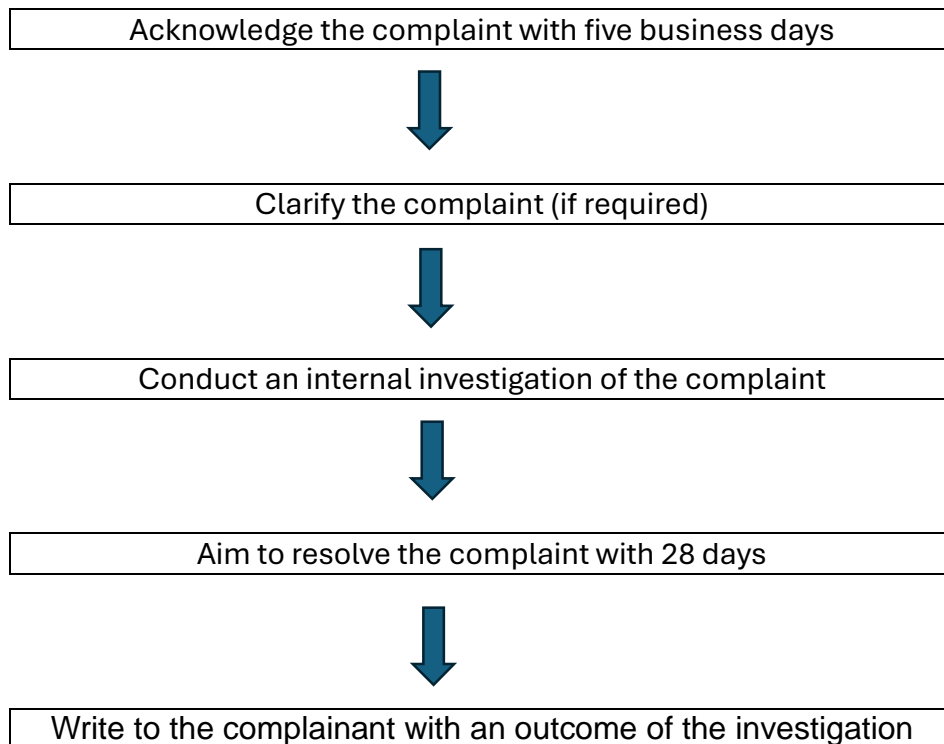
Upon receiving a complaint about the Commission and/or its staff, it will be determined whether a complaint is considered a basic / minor matter or a more complex / major matter. The Commission attempts to resolve basic matters informally and will undertake an internal investigation into more complex matters.

Note – complaints assessed as basic matters can be re-assessed as a complex matter at any time.

Informal resolution



Investigation



Internal review

A complainant may seek a review by the Commission of any outcome of a complaint.

An internal review must be made in writing and addressed to the attention of the Chief Executive Officer.

The Commission will aim to complete an internal review within 28 days.