

Feedback and Complaints – Fact sheet

Justice and Community Safety (JACS) Directorate commitment

The Justice and Community Safety Service Charter outlines what you can expect from the Directorate. In all parts of its operations, the Directorate aims to meet the expectations of its clients and stakeholders in delivering services to the community.

If you are not satisfied with our conduct or you believe we have failed to comply with ACT Government legislation, or our Service Charter, you have a right to raise the matter directly as a complaint, an allegation or a concern.

The Directorate aims to provide an accessible, fair, and transparent complaint process for all clients and stakeholders. This is in keeping with the ACT Government values of respect, integrity, collaboration and innovation. The JACS Complaints Management Policy outlines the Directorate's commitment to responding to feedback in a timely and constructive manner.

How quickly will you get a response to your complaint?

Informal (verbal) complaints

If you make a complaint by phone or in person, the staff member will identify your concerns and expectations and will pass your matter to the manager responsible for that area. Where possible, they will try to resolve your matter in a few business days.

Alternatively, the staff member may request a written complaint be submitted in order to properly investigate and action the complaint.

Formal (written) complaints, compliments and suggestions

You will receive written confirmation within five (5) working days to let you know that we have received your suggestions, compliments, or complaint.

Complaints will be resolved within 30 working days, however if the complaint is complex, it may require more time to resolve. In such cases, we will provide an update on the expected timeframe before the 30 days are up.

If a complaint can be resolved within a maximum of five (5) working days, you may not receive a separate acknowledgement letter. In this case, the acknowledgement letter and the outcome advice may be combined into the one.

Who will handle your complaint?

Your complaint will be forwarded to the Office of the Commissioner which is responsible for implementing the [JACS Complaints Management Policy](#).

How will your complaint be handled?

To resolve your complaint, a staff member will:

- record your complaint on the complaints register;
- acknowledge your complaint in writing;
- assess if ACTCS has met their service standards and objectives;
- determine if any follow-up action is necessary; and
- advise you in writing of the outcome.

What outcomes can you expect?

ACTCS ensures that your complaint will result in one or more of the following:

- a clear explanation of the action taken by ACTCS to address your complaint; and
- an acknowledgement if we have failed to meet our service standards and objectives.

What if you are not satisfied with the outcome of your complaint?

If you are not satisfied with the decision made by ACTCS in respect to your complaint about our services or staff, you may refer your complaint to the following:

ACT Ombudsman
GPO Box 442
Canberra City ACT 2601
Telephone: 1300 352 072

Website: <https://www.ombudsman.act.gov.au/>

What happens to your personal details?

In order to investigate your complaint and inform you of the result, we will require some personal information from you. ACTCS values your privacy and is committed to responsible and fair handling of your personal information.

Your information will be used in accordance with the [Public Sector Management Act 1994 \(ACT\)](#).

Vexatious Complaints

If a complaint is considered to be vexatious, ACTCS may elect not to pursue the matter any further.

A vexatious complaint is a complaint that:

- is complaint that is not serious;
- is meant to cause trouble; or
- attempts to reopen an issue that has already been decided.

If your complaint is considered vexatious, you will receive written notification explaining why that decision was made.

This does not remove your right to submit your complaint to an external party.

Anonymous complaints

Anonymous complaints will be accepted; however, it can be challenging for ACTCS to investigate or respond to them without enough information or the ability to communicate with the person who made the complaint.

Additionally, ACTCS may be unable to provide the complainant with information about the outcome. In these cases, it is unlikely that ACTCS will be able to investigate the complaint further.

What can you do to help?

To help ACTCS provide you with a response to your complaint, there are a few things you can do to assist us:

- provide ACTCS with as much detail and relevant information as possible;
- tell us clearly what outcome you are seeking; and
- inform us of any new updates or developments regarding the complaint. This will help us assess and investigate your complaint more effectively.