
# HOW TO LODGE A COMPLAINT WITH VCAT

## WHO SHOULD USE THIS FORM

You can use this form if you wish to lodge a complaint to VCAT about:

* the quality of an action taken or service provided by VCAT staff
* conduct or behaviour of VCAT staff
* delay or failure to meet VCAT service requirements
* a mediator’s behaviour
* a Tribunal member’s behaviour.

**Note:** This form **cannot** be used for making an application (bringing a case) to VCAT. If you need help with making an application, please see: <https://www.vcat.vic.gov.au/help-and-support/application-help>.

## WHAT VCAT CANNOT INVESTIGATE

Please note that we cannot investigate matters concerning:

* the merits of a case
* a VCAT order or decision of a Tribunal member.

## WHAT I NEED TO KNOW

The following steps are provided as a guide on completing the form.
Should you have any questions or need assistance please contact the Complaints Registrar.

1. You can complete the form from your computer.
2. Include your name, address and, if relevant, the VCAT reference number.
3. Provide as much detail as possible about what the complaint is, including any relevant dates and location details.
4. Tell us how you would like us to resolve the complaint.
5. Attach any additional information and/or other relevant documentation that helps support your complaint.
6. It is recommended that you keep a copy of the complaint for your records.
7. Send your complaint to the Complaints Registrar either via email or by post using the details below.

Please contact us if you need assistance or have any questions about the complaint procedure.

## YOUR DETAILS

1. **Enter your details below:**

|  |  |
| --- | --- |
| Name |       |

|  |  |
| --- | --- |
| Email address  |       |

|  |  |
| --- | --- |
| Phone number |       |

|  |  |
| --- | --- |
| Street number and street name |       |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  Suburb |       | State |     | Postcode |       |

|  |  |
| --- | --- |
| VCAT reference number  |       |

**2. Describe your complaint:**

|       |
| --- |

**3. How would you like us to resolve your complaint?**

|       |
| --- |

## ACKNOWLEDGEMENT

By completing this application, I understand and acknowledge that:

[ ]  to the best of my knowledge, all information provided in this application is true and correct

[ ]  it is an offence under section 136 of the *Victorian Civil and Administrative Tribunal Act 1998* to knowingly give false or misleading information to VCAT.

| Enter your name to acknowledge the statements above: |       |
| --- | --- |

| Date (dd/mm/yyyy) : |       /       /        |
| --- | --- |

## HOW DO I SUBMIT THIS FORM?

### By email

Email complaint@courts.vic.gov.au

### By post

Send this report to:
Complaints Registrar
Victorian Civil and Administrative Tribunal
GPO Box 5408 Melbourne VIC 3001

### For any enquiries, contact us.

Call 1300 018 228, email complaint@courts.vic.gov.au or visit [vcat.vic.gov.au](https://www.vcat.vic.gov.au).