

# Official Visitor

## Easy English

# Complaints Policy

Version: 1.0

Approved by: Official Visitors Board

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## About the complaints policy

Official Visitors can help people get better services

They should **listen** to you

They should try to **help** you

You may be unhappy with an Official Visitor

The Official Visitor may have

- made a mistake
- made you feel scared or sad
- hurt you or someone else
- not given you information
- not supported your choice

This policy tells you how to complain about an Official Visitor

## How to complain to an Official Visitor

You or someone you trust can complain to the Official Visitor by

- talking to them when they visit
- phone 1800 150 036
- use the contact form <https://www.ovs.act.gov.au/complaints/make-a-complaint>

The Official Visitor will try to help you  
fix your complaint about them

If the Official Visitor cannot help you

Or

If you do not want to talk to the Official Visitor

You can complain about the Official Visitor  
to the Official Visitors Board

## How to complain to the Official Visitors Board

The Official Visitors Board looks after Official Visitors

They make sure Official Visitors are doing the right thing

They can deal with complaints about Official Visitors

When you see **we** or **us**, it means the **Official Visitors Board**

You or someone you trust can contact us by

- Phone 02 6207 0978
- E-mail [ovs@act.gov.au](mailto:ovs@act.gov.au)
- Mail ACT Official Visitors, GPO Box 158, Canberra ACT 2601
- Contact form <https://www.ovs.act.gov.au/complaints/make-a-complaint>

When you make a complaint you can tell us

- what happened
- how you feel
- what you want to happen
- what you want fixed

We will listen to you

We will talk with you about what you want

We will treat you fairly and with respect

You will not be treated differently

You do not have to tell us your name or email

But we cannot contact you when we look at your complaint

It is ok to make a complaint

You will not get in trouble for making a complaint

When you make a complaint it helps

- Official Visitors provide better services

And

- Make sure you and other people are safe

## **What we do when we get a complaint**

If you have told us your name and email

We will send you an email in 2 days

The email will tell you

- that we know about your complaint
- how long we will look at the complaint

We will look into the complaint

Or

We will hire an investigator

An investigator looks into complaints

We will keep your complaint private

Private means we will keep your complaint a secret

But we may need to tell other people

We will talk to the Official Visitor about the complaint

You can ask us not to provide the Official Visitor your name and address

We may need to tell other people if the law tells us to

We will tell you if we have to tell other people

We may ask you questions

We may give you information

We may want to meet with you

You can bring someone you trust to meet with us

## **After we look at your complaint**

When we have looked at your complaint

We will send you an email or letter

We will tell you how we fixed your complaint

The Official Visitor may say sorry to you

We may tell you what happened

We may tell you why something happened

If the complaint is very serious

The Minister will also look at the complaint



## **If you are not happy after we look at your complaint**

If you are not happy with

- how we looked at the complaint
- how you were treated
- the decision or fix made

You can ask us to look at the complaint again.

You can ask the ACT Ombudsman to look at your complaint.

You can ask the ACT Human Rights Commission to look at your complaint.

You can ask an advocate or someone you trust to help you.