

Instructions for Lodging a Complaint against a Tribunal Member or Mediator, Staff Member, Service or Process

These are the instructions for lodging a complaint with the Registrar - Complaints of the Victorian Civil and Administrative Tribunal. Use this form or a copy of the form to lodge your complaint. Additional copies are available from the Tribunal and electronic copies can be downloaded from the Tribunal's website (www.vcat.vic.gov.au).

1. One of the responsibilities of the Registrar-Complaints of the Tribunal is to deal with complaints made against a Member of the Tribunal or Mediator, Staff Member, Service or Process.
2. A "member" under the *Victorian Civil and Administrative Tribunal Act 1998* means a – the President, a Vice President, a Deputy President, a senior member or an ordinary member.
3. A complaint against a Tribunal Member or Mediator, Staff Member, Service or Process must be in writing and must name the person who is complaining and the Member or Mediator, Staff Member, Service or Process. The particulars of a complaint must be verified by statutory declaration.
4. *The Registrar – Complaints cannot investigate matters concerning:*
 - *the merits of a case;*
 - *a review of a case for error, mistake or other legal ground;*
 - *matters that are outside the Tribunal's responsibilities, such as Government policy, legislation or legal representation.*
5. Complete the form by typing or printing all of the information requested on both pages. Make sure the information provided is complete and accurate.
6. Please describe the circumstances that led to your complaint in the "Details of Complaint" section. Clearly set out dates and places of hearing if these are relevant to the complaint. List all events in order in which they happened. Attach additional sheets and other relevant documentation, as needed, to complete your statement.
7. Sign the complaint form in the space provided and have your signature witnessed by a Justice of the Peace or other person as authorised by section 107A of the *Evidence (Miscellaneous Provisions) Act 1958*.
8. It is recommended that you make a copy of the complaint for your records.
9. If you wish to make a complaint about more than one Member or Mediator, Staff Member, Service or Process please use a separate form for each one.
10. Send the original of the complaint form to the Registrar – Complaints at the address below. Please contact the Tribunal by mail, email or telephone if you need additional forms or have any questions about the procedures.

**The Registrar - Complaints
Victorian Civil and Administrative
Tribunal
55 King Street
MELBOURNE VIC 3000**

Telephone: 9628 9742
Email: complaint@vcat.vic.gov.au
Website: www.vcat.vic.gov.au

Complaint about a Tribunal Member or Mediator, Staff Member, Service or Process

To: The Registrar - Complaints
Victorian Civil and Administrative Tribunal
55 King Street
Melbourne Vic 3000

I,
[insert your name].

of
[insert your address].

wish to complain against
[insert Member or Mediator's name].

The applicable proceeding number is in theList.
[insert Tribunal file reference and List if relevant].

My complaint is as follows [attach extra sheets and documents as required]:

.....
.....
.....
.....
.....

In support of these allegations, I submit the attached Details of Complaint and request the complaint be investigated by the Registrar-Complaints. I acknowledge that this declaration is true and correct and I make it with the understanding and belief that a person who makes a false declaration is liable to the penalties of perjury.

Declared at:On
[place] [date]

.....
[signature of declarant]

Before me:

.....
[Signature of Authorised Witness]

The authorised witness must print or stamp his or her name, address and title under section 107A of the *Evidence (Miscellaneous Provisions) Act 1958* (as of 1 January 2012), (previously *Evidence Act 1958*).
(eg Justice of the Peace, Pharmacist, Police Officer, Court Registrar, Bank Manager, Medical Practitioner, Dentist)

Details of Complaint

[illegible]

[Attach additional sheets, as needed]