

Making a Complaint - Under the Charter of Victims Rights

Victims of crime can make complaints about the police response under the Charter of Victims Rights (*Victims Rights and Support Act 2013*) in the following ways:

1. If you think that your rights under the Charter are not being met you can tell the officer in charge of your matter about your concerns. If they are unable to fix the problem you can ask to speak to the Supervising Sergeant, Duty Officer, Crime Coordinator or Commander. Once all of these avenues have been exhausted at a local level and you are still not satisfied you have the right to make a complaint to the NSW Police Force via:

Web: www.police.nsw.gov.au/online_services/providing_feedback/feedback_compliments_complaints_and_suggestions

Phone: 1800 622 571

TTY users: phone 1800 555 677 then ask for 1800 622 571

Speak and Listen (speech-to-speech relay) users: phone 1800 555 727 then ask for 1800 622 571

Internet relay users: go to <https://internet-relay.nrscall.gov.au/> and then ask for 1800 622 571

Mail: PO Box 3427
TUGGERAH NSW 2259

2. If you are still not satisfied with the response or do not wish to contact the NSW Police Force you can contact Victims Services:

www.victimsservices.justice.nsw.gov.au
(click on **Victims Rights**) or
phone **1800 633 063**

The Victims Services Referral and Support Team will talk to you about your complaint and if necessary, refer you to the Charter Coordinator if you need further advice. You can also complete the Charter of Victims Rights Complaint Form. This is available from the Victim Services website or if you phone, the form can be posted or emailed to you.