

## 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 Manager, Investigations Manager 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: Customer Assistance Unit

[https://www.police.nsw.gov.au/online\\_services/providing\\_feedback/feedback\\_compliments\\_complaints\\_and\\_suggestions](https://www.police.nsw.gov.au/online_services/providing_feedback/feedback_compliments_complaints_and_suggestions)

To lodge a formal complaint with the Commissioner of Police you must do so in writing. You can lodge your complaint online or complete the Complaint Form and:

- lodge it or mail the complaint form to your local police station, or
- mail the completed complaint form to the Customer Assistance Unit at PO Box 3427, TUGGERAH NSW 2259, or
- email your complaint form to [customerassistance@police.nsw.gov.au](mailto:customerassistance@police.nsw.gov.au)

If you need help you can contact the Customer Assistance Unit on 1800 622 571 to obtain assistance on how to lodge a complaint.

**Phone:** 1800 622 571 – Monday to Friday between 8am and 4pm

**Email:** [customerassistance@police.nsw.gov.au](mailto:customerassistance@police.nsw.gov.au)

The Customer Assistance Unit can be contacted through the \*\*National Relay Service for those with hearing or speech impairments.

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

**Voice Relay** (speech-to-speech relay) users phone 1800 555 727 then ask for 1800 622 571

**SMS relay** send an SMS to 0423 677 767 then follow the instructions at:

<https://www.infrastructure.gov.au/media-communications-arts/phone/services-people-disability/accesshub/national-relay-service>

**Email:** [customerassistance@police.nsw.gov.au](mailto:customerassistance@police.nsw.gov.au)

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:

**Victims Access Line (VAL):** 1800 633 063

**Aboriginal Contact Line:** 1800 019 123

**Website:** <https://www.victimsservices.justice.nsw.gov.au/>

\*\* From 20 April 2021, users will need to register to be able to use the National Relay Service. For details on how to register, please visit: <https://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/national-relay-service>

Police, Fire, Ambulance  
**Triple Zero (000)**  
In an emergency

Crime Stoppers  
**1800 333 000**  
Report crime confidentially

Police Assistance Line  
**131 444**  
For non emergencies

Community Portal  
[portal.police.nsw.gov.au](https://portal.police.nsw.gov.au)  
For a safer community

