



County Court of Victoria Complaint Form

To make a formal complaint to the Court please complete this form.

If you require assistance to complete this form please contact the Risk and Compliance Manager.

****Important Note:***

This form cannot be used to lodge a complaint about the capacity or conduct of a Judge.
Please see the Court website if you have a complaint of this nature.

Name of person lodging complaint:	
Address:	
Daytime Telephone no.	
Mobile no.:	
Email (optional):	
Where did the complaint arise (which Court location):	
Date of complaint/incident:	

What is your complaint?

Please clearly detail the circumstances and events that have led to you making a complaint. Please include all information you consider relevant and attach copies of any documents that may help us respond to your complaint. If more space is required please continue on a separate sheet.

What outcome or resolution do you seek from lodging this complaint?

What response can I expect if I complain?

In response to your complaint we will:

- explain the steps taken by us to investigate or resolve the complaint;
- clearly identify the outcome and if the complaint is substantiated, the remedies offered;
- review and if appropriate, change our processes and procedures if the complaint is substantiated, and
- If appropriate, provide an apology.