



Australian Capital Territory

LAW COURTS AND TRIBUNAL

How to Provide Feedback or Make a Complaint

The complaints and feedback policy for the ACT Law Courts and Tribunal is available from the ACT Law Courts and Tribunal websites at www.courts.act.gov.au or through the enquiry counter at the ACT Law Courts and Tribunal.

This form relates to services and facilities provided by the administrative arm of the ACT Law Courts and Tribunal.

This form cannot be used for complaints about legal proceedings, judicial officers, tribunal members or legal practitioners.

The ACT Law Courts and Tribunal aims to:

- provide high quality court and tribunal services;
- have well trained staff to provide accurate and timely information to court and tribunal users in a professional manner;
- encourage and capture feedback to support a culture of continuous improvement in the workplace; and
- investigate and respond to complaints in an impartial and fair manner.

The complaint and feedback form is a guide and does not have to be used.

Persons providing written feedback or complaints should include:

- their name, address and contact telephone number;
- details of the situation, including the names (if known) of any individual involved and any relevant times and dates; and
- your expectations in relation to how your complaint might be resolved.

Responses to complaints and feedback will comply with timeframes set out in the Complaints and Feedback policy.

For further information about the complaint process, please telephone (02) 6207 1054 and ask to speak with the Complaints and Feedback Officer.

Complaints and feedback can be lodged at the Enquiry Counter or sent to the Courts Complaint and Feedback email - courts.feedback@courts.act.gov.au .



Complaint and Feedback Form

Last Name		First Name			
Address		Telephone Numbers			
Court reference, file number or matter name (if known/if applicable)		Email Address			
Date and Time of Incident/Event					
Please indicate if this is a Complaint or Feedback? (please tick)		Complaint	<input type="checkbox"/>	Feedback	<input type="checkbox"/>
Do you expect a response? (please tick)		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Description					
Please attach further pages as required					
How do you expect your issue may be resolved?					
Signature			Date		
Office Use Only	Receiving Officer: Date Received: Referred to: Date Referred:				