

How to provide feedback or make a complaint

English

We welcome feedback or complaints about the services, staff or facilities provided by the administrative arm of the ACT Courts and Tribunal (ACTCT).

The ACT 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.

Lodging feedback or a complaint

The attached complaint and feedback form is a guide only and does not have to be used to lodge a complaint or feedback.

If you're providing written feedback or complaints, you should include:

- your 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.

For further information about the complaint process, please telephone 02 6205 0000 and ask to speak with the Complaints Officer.

Complaints and feedback can be lodged at our enquiry counters, emailed or sent by post.

By Post:

- In Confidence
Chief Executive Officer
ACT Courts and Tribunal
GPO Box 370
CANBERRA ACT 2601

By email:

- feedback@courts.act.gov.au or
acatfeedback@act.gov.au

Complaints and feedback policy

Please note there are different processes for complaints about legal proceedings, judicial officers, tribunal members, legal practitioners, or corruption – these are outlined in the Courts and Tribunal complaints and feedback policy.

The policy is available from our websites at www.courts.act.gov.au/feedback or www.acat.act.gov.au/feedback. You can also request a copy of the policy at our enquiry counters.

Complaint and Feedback Form

Your name:			
Date and Time of Incident/Event:			
Contact telephone:			
Email address:			
Address:			
Court or Tribunal reference, file number or matter name (if known/if applicable):			
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 of Complaint or Feedback			
<i>Attach further pages as required</i>			
How do you expect your issue may be resolved?			
Signature		Date	
Office Use Only		Receiving Officer: Date Received: Referred to:	