

Integrity and Oversight Committee

Complaint Fact Sheet



What complaints can the Integrity and Oversight Committee consider?

As outlined in the *Parliamentary Committees Act 2003* (Vic), the main function of the Integrity and Oversight Committee is to monitor and review the performance of the Independent Broad-based Anti-corruption Commission (IBAC), the Office of the Victorian Information Commissioner (OVIC), the Victorian Inspectorate (VI) and the Victorian Ombudsman (VO). The Committee has only very limited authority to investigate complaints about OVIC and is not an avenue of appeal in relation to any complaints.

The information below outlines what the Committee can do in relation to each agency it oversees.

Independent Broad-based Anti-corruption Commission and the Victorian Ombudsman

The Committee cannot investigate complaints about IBAC or the VO.

Further, the Committee is prohibited from reconsidering decisions, findings or recommendations made by IBAC or the VO in relation to complaints. The Committee is also prohibited from reviewing IBAC or VO decisions not to investigate a matter.

However, as part of its monitoring and review function, the Committee accepts complaints about IBAC and the VO in case they identify any performance issues in relation to these agencies.

Office of the Victorian Information Commissioner

In very limited circumstances, the Committee can investigate complaints about OVIC: that is, when they concern the Information Commissioner and the operation of OVIC (for example, the governance, administration and operations of the Office). As part of its monitoring and review function, the Committee may also examine any complaints it receives to determine if they raise any issues with respect to OVIC's performance.

However, the Committee is prohibited from reconsidering OVIC decisions, findings or recommendations in relation to reviews, complaints or investigations. The Committee cannot review or overturn any OVIC complaint decisions or outcomes.

Victorian Inspectorate

The Committee is prohibited from reconsidering decisions, findings or recommendations made by the VI in relation to a complaint. Further, the Committee is unable to review a decision by the VI not to investigate a matter.

However, the Committee accepts complaints about the VI under the Committee's monitoring and review function in case they highlight any performance issues relating to the VI. It can also receive, handle and investigate public interest disclosures ('whistleblower complaints') about the VI—see below.

Public interest disclosures

The Committee can receive, assess and investigate public interest disclosures (PIDs) about the VI or a VI officer. For information about what PIDs are, how to make a PID about the VI and how the Committee handles PIDs, please refer to the [Integrity and Oversight Committee \(IOC\) PID Procedures](#).

How can I make a complaint?

Complaints

When making a complaint, include which agency the complaint is about, a summary of the issues involved and any relevant supporting documentation.

Public interest disclosures about the VI

When making a PID, specify whether the disclosure is about the VI and/or a VI officer, and include a summary of the issues involved and any relevant supporting documentation.

Contact details for complaints and PIDs

If making a PID about the VI, follow the instructions in the [IOC PID Procedures](#).

Complaints and PIDs can be emailed to ioc@parliament.vic.gov.au (preferred) or posted to:

Integrity and Oversight Committee
Parliament House
Spring Street
East Melbourne VIC 3002

If a complaint or PID cannot be made in writing, please call the Committee on (03) 8682 2815.

What happens after I make a complaint?

After a complaint has been made, it will be reviewed to determine whether it falls within the Committee's jurisdiction—that is, whether it is a PID about the VI, relevant to the Committee's performance-monitoring function or relates to the Committee's very limited investigative function in respect of OVIC and the Information Commissioner.

The Committee will then decide if it will pursue the matter further.

Generally, this decision will need to be made when the Committee meets during a Victorian Parliament sitting week. This means it may be a few weeks before the Committee can decide on an appropriate course of action.

If the Committee decides to consider the complaint further, with the complainant's consent it will usually contact either the relevant agency or the VI—which also oversees IBAC, OVIC and the VO—for an update on the complaint.

A different process applies in relation to PIDs about the VI. Please refer to the [IOC PID Procedures](#) for further information.

If the Committee considers that a complaint raises performance issues in relation to an agency, it will raise those issues with the agency and, if necessary, monitor whether those issues are being effectively addressed.

How will I be kept updated on the process?

The Committee will notify complainants:

- when a complaint is received
- if the complaint will be considered by the Committee
- if the Committee has decided to pursue the matter further
- when the complaint is closed.

The Committee and its administrative staff will treat you with courtesy and respect throughout the process and kindly ask for the same treatment in return.

Can I meet directly with the Committee?

The Committee has found that communication with complainants in writing or over the phone is effective, so face-to-face meetings are usually not necessary.

What are my responsibilities?

The Committee has very restricted authority under the *Parliamentary Committees Act 2003* (Vic) to investigate complaints and *cannot* change any individual outcomes or determinations made by other agencies, including IBAC, OVIC, the VI and VO.

The Committee asks that complainants accept the jurisdictional limits of the Committee and its complaints process and decisions.