



Integrity and Oversight Committee

Information for complainants

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), Integrity Oversight Victoria (IOV), the Office of the Victorian Information Commissioner (OVIC), the Parliamentary Workplace Standards and Integrity Commission (PWSIC) 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 complaints. It cannot compel any integrity agency to change complaint outcomes.

The information below explains what the Committee is authorised to do in relation to each agency it oversees.

Independent Broad-based Anti-corruption Commission, Parliamentary Workplace Standards and Integrity Commission and the Victorian Ombudsman

The Committee cannot investigate complaints about IBAC, the PWSIC or the VO.

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

However, as part of its monitoring and review function, the Committee accepts complaints about IBAC, the PWSIC and the VO to assess if they identify systemic (agency-wide) 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. As part of its monitoring and review function, the Committee may also examine any complaints it receives to determine if they raise any systemic performance issues.

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.

Integrity Oversight Victoria

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

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

What public interest disclosures can the Committee consider?

The Committee can receive, assess and investigate public interest disclosures (PIDs) (also called ‘whistleblower complaints’) about IOV or an IOV officer. For information about what PIDs are, how to make a PID about IOV, 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, state which agency the complaint is about, give a summary of the issues involved, and provide relevant supporting documentation. In particular, *please provide copies of any relevant complaint outcome letters*. Without copies of these letters, the Committee will not be able to assess your complaint.

For complaints about IBAC, OVIC, PWSIC and VO, *please indicate whether you have made (or intend to make) a complaint about any of these agencies to IOV*. The Committee asks that you first make a complaint about one of these integrity agencies to the IOV. If you still have concerns after you have received a complaint outcome from IOV, you may make a complaint to the Committee.

Public interest disclosures about IOV

When making a PID, specify whether the disclosure is about IOV and/or an IOV 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 IOV, follow the instructions in the [IOC PID Procedures](#).

Complaints and PIDs can be emailed (preferred) to ioc@parliament.vic.gov.au 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 due to accessibility issues, please call the Committee on 0437 530 748.

What happens after I make a complaint?

After a complaint has been made, it will be acknowledged and assessed to determine whether it falls within the Committee’s jurisdiction—that is, whether it is a PID about IOV or an IOV officer, 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, it will usually contact the agency subject to the complaint, or in some cases IOV, for an update on the complaint. IOV, which has different jurisdiction and powers from the Committee, also oversees IBAC, OVIC, the PWSIC and the VO.

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

If the Committee considers that a complaint raises systemic 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?

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 (including by contacting an integrity agency)
- if and when an integrity agency response is received
- when the complaint is finalised.

Can I meet with the Committee?

Complaints are only handled in writing and, for accessibility purposes, over the phone.

What are my responsibilities?

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

The Committee asks that complainants understand and accept the jurisdictional limits of the Committee's powers.

In handling your complaint, the Committee and its administrative staff will treat you with courtesy and respect, and kindly ask that you do the same in return.