

I have a problem with an IMCL staff member or service

Speak to an IMCL staff member first

Try to resolve your issues by speaking to a member of our staff first, so that they can understand your complaint and work together to try to resolve it.

How to make a complaint

If you cannot resolve your complaint by speaking to an IMCL staff member, you can speak to the Director of Legal Practice. You can email them at info@imcl.org.au or call them on (03) 9328 1885.

You can speak to them in English or ask for an interpreter. You can use the National Relay Service to call us if you have a hearing or speech impairment.

Outcomes

We will try to resolve your complaint and will let you know the outcome. If you are not satisfied with the outcome of the complaint you can contact:

Victorian Legal Services Commissioner
 Website: <http://lsbc.vic.gov.au/>
 Phone: 1300 796 344

Office of the Australia Information Commissioner
 Website: www.oaic.gov.au
 Phone: 1300 363 992

Victoria Legal Aid
 Website: www.legalaid.vic.gov.au
 Phone: (03) 9280 3789

Victorian Ombudsman
 Website: www.ombudsman.vic.gov.au/complaints/
 Phone: (03) 9613 6222

Victims of Crime Commissioner
 Website: <https://www.victimsofcrimecommissioner.vic.gov.au/victims/make-a-complaint>
 Phone: 1800 010 017

*Only a victim of crime or family member of a victim of crime can make complaints to the Victims of Crime Commissioner if their rights have been breached under the Victims Charter.

Documentation

Reviewing and approving this policy			
Frequency	Person responsible	Approval	
Two years	Director – Legal Practice	CEO	
Policy review and version tracking			
Current Version	Date Approved	Approved By	Next Review Due
1.3	10/06/2021	Damian Stock	10/06/2023