

**Feedback and Complaints**

Policy

**Office of the Director of Public Prosecutions**

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# Feedback and Complaints Policy

## Purpose of this policy

The ODPP aims to be accessible and responsive to victims of crime, witnesses and our other stakeholders in the prosecution process. As an organisation we strive to deliver a quality service and continuously improve by constructively using the feedback we receive.

We expect to receive feedback, compliments and complaints about our work. We want to know what we have done wrong, what we could do better and where we have exceeded expectations.

The purpose of this policy is to explain and support the right of our stakeholders, particularly victims and witnesses of crime, to give the Office positive and negative feedback. This policy provides a framework for taking a consistent and professional approach to complaint handling.

This policy applies to all ODPP staff and Crown Prosecutors.

## ODPP Code of Conduct

The ODPP Code of conduct incorporates principles of professionalism, independence, fairness and the maintenance of public confidence in the justice system. In all our dealings we aim to be polite, behave ethically and consistently and free from improper influences.

## What can you complain about

We will receive complaints about:

* Any allegation of impropriety or misconduct by a staff member
* Any clearly articulated grievance about the handling of a case, our policies, procedures or service.

A complaint is not:

* A disagreement about an assessment of facts
* A disagreement about the evaluation of evidence
* A request for a review of a decision (see Review of Decisions Policy)

A complaint must include something more than a disagreement.

Examples of possible complaints are:

* Delay
* Rudeness
* Conflict of interest or bias
* Failing to follow up or to do something that was promised

## How you can complain

Complaints may be made in a number of ways:

1. By a telephone call or email to the officer responsible for the case
2. By letter to the responsible officer or their Manager or senior Manager or the Director of Public Prosecutions
3. By filling out a Complaint and Feedback Form available on the DPP website and sending it to [complaints@odpp.nsw.gov.au](mailto:complaints@odpp.nsw.gov.au) .

If the complaint cannot be resolved on the spot we will acknowledge receipt of the complaint, advise you who will be handling the complaint and provide an estimate of how long it will take to respond further.

## How we will handle your complaint

### Investigation and internal review

More serious complaints, particularly complaints about the conduct of an officer or the way a case is being handled will require investigation and internal review by one or more ODPP managers.

The officer who is the subject of the complaint will be told about the complaint and will be given an opportunity to provide their version of events.

### Professional misconduct, corrupt conduct or criminal offences.

If our initial assessment of the complaint reveals allegations that amount to a criminal offence or corrupt conduct (within the meaning of the *Independent Commission Against Corruption Act* 1988) or professional misconduct (*Legal Profession Uniform Law Application Act* 2014) the complaint will be referred to an external agency such as the Police, the ICAC or Legal Services Commissioner for investigation and any further action.

## Time frames for dealing with complaints

The ODPP will endeavour to deal with complaints as quickly as possible.

The ODPP aims to respond to a complaint within 2 weeks from the complaint being received.

If requested the ODPP will respond to the complaint in writing.