

How to tell us what you think.

It is part of our feedback policy.

August 2020



This information is from the
Victorian Electoral Commission.

We will write **V.E.C.** when we talk about us.



The V.E.C. run elections for

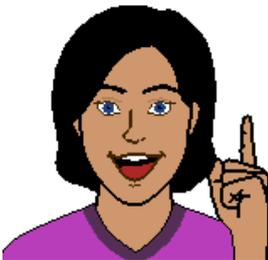
- local council
- Victoria.



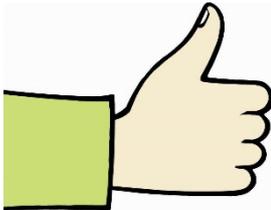
The V.E.C. can also help run
community elections.



There are **3** things you can tell us about



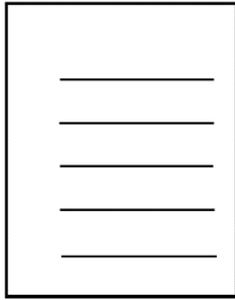
1. You have an idea. It is about what we can do better. This is called **feedback**.



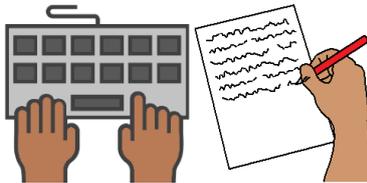
2. You like something we did. This is called a **compliment**.



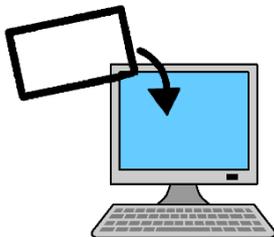
3. You do **not** like something. It is a problem. This is called a **complaint**.



How to tell us what you think



You need to write to us.



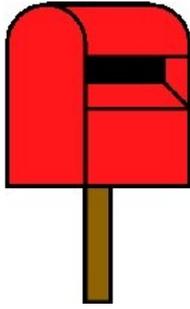
You can

- send an email complaints@vec.vic.gov.au



- fill in a form online www.vec.vic.gov.au

Type the word complaints in the search window



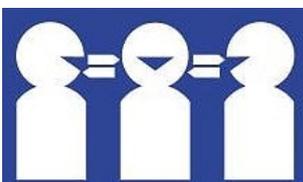
- write a letter. Post to
Complaints Victorian Electoral Commission
Level 11. 530 Collins Street.
Melbourne. Victoria. 3000



- call us 131 832.
We write down what you say



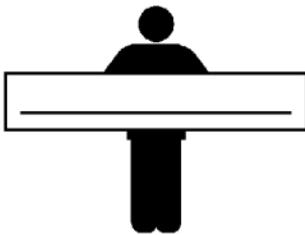
- National Relay Service 03 8620 1100.
We write down what you say



- Interpreter 9209 0112.



What you need to tell us

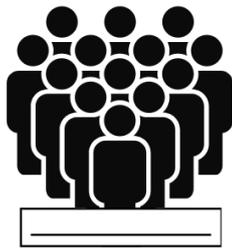


1. Your first name.

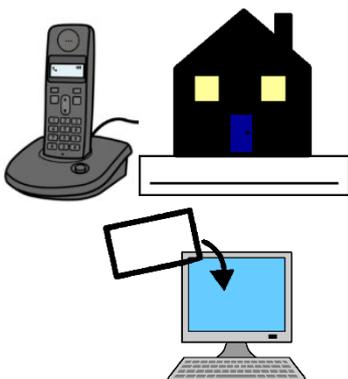
And

Your last name.

Or



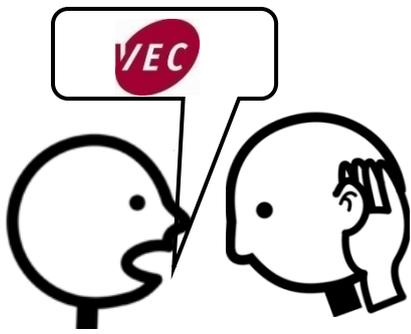
The name of your group.



2. Your address.

Your phone number.

Your email.



3. Information you want to tell us.



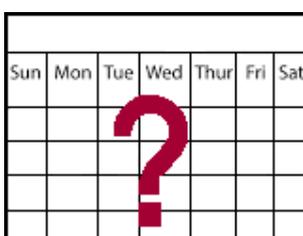
a. Who. Like

- the name of the person
- the job they did.



b. Where. Like

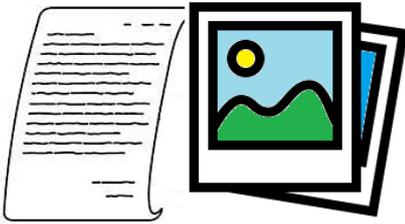
- at your home
- at a voting place.



c. When. Like the day every one went to vote.

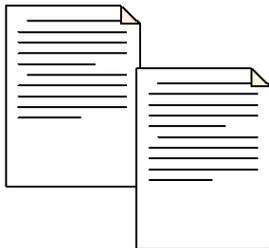


d. Tell us what happened. Like the person at the desk was hard to hear.



4. Do you have something to show us. Like

- letter
- photo.



You can show this to us. We will make a copy.

We will give it back to you.



You do not want to tell us
your name



This is OK.



We will still listen to what you think.

But



We can **not** write back to you. You will **not** know
what we do about what you say.



Sun	Mon	Tue	Wed	Thur	Fri	Sat

When to tell us what you think

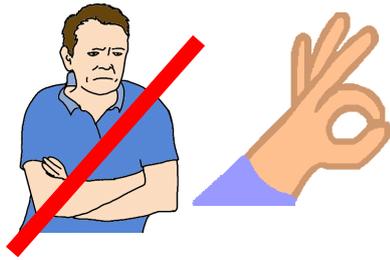


You can tell us what you think at any time.

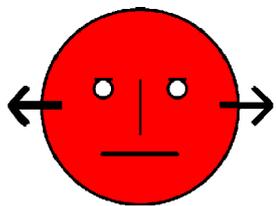
But

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Some times there is a date. We will tell you that date. Like by 30 October 2020.

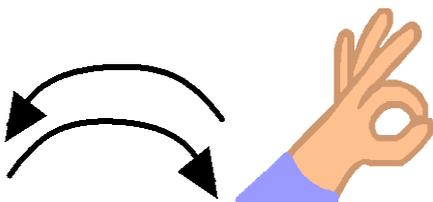


You do not want to make a complaint now



You do **not** want us to look at

- your complaint
- your feedback.

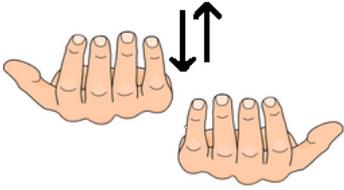


You have changed your mind. This is OK.



You can do this at any time.

But



We may still need to do something.



Like you tell us some one broke the law.

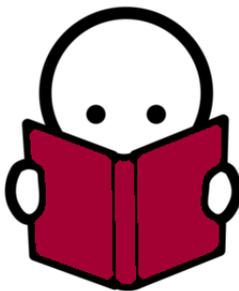
We may need to tell the police.



What will we do with your feedback?

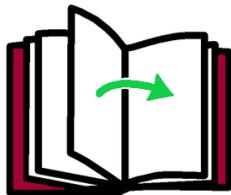
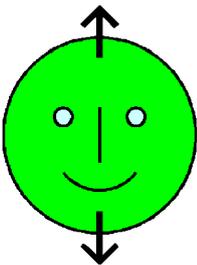


1. Tell you we have your feedback.

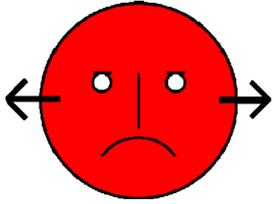


2. We will read your feedback.

Your feedback is about the V.E.C.



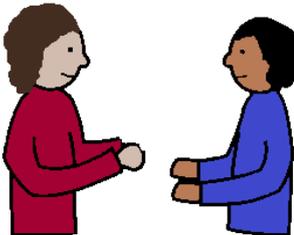
Yes. Go to step 3. It is on page 16.



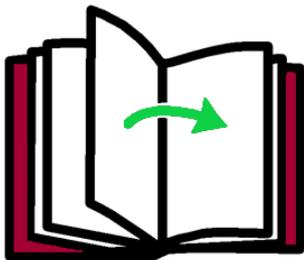
No. Your feedback is **not** about the V.E.C.



Like it is about the sausage sizzle at the voting place.



We will give your feedback to the that group.



Go to step 4. It is on page 16.

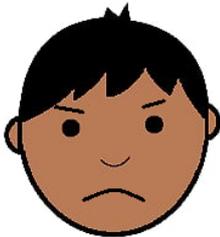


3. Your feedback is about the V.E.C.

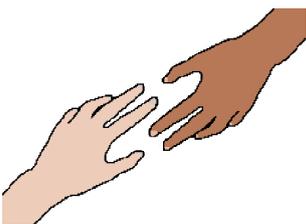
We may ask you for more information.



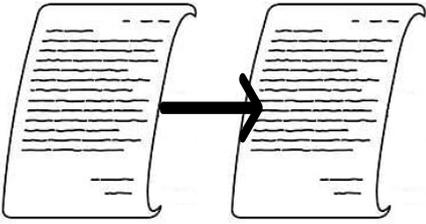
4. We will tell you what we will do.



You may **not** happy with what we do.



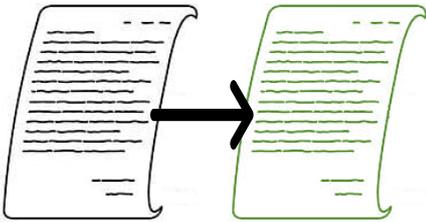
5. We can help you make a complaint again.



6. We will look at it again.

We may say the same thing again.

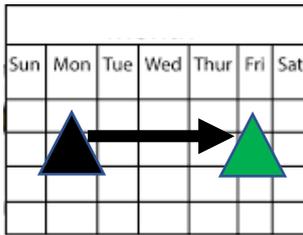
or



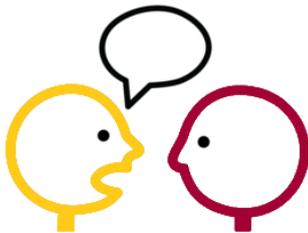
We may say some thing different.



How much time will this take?



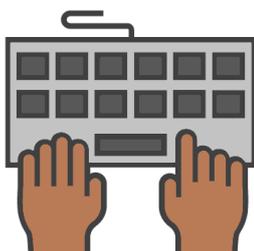
We must give you information in 5 working days.



It may take some more time.

There may be lots of information to look at.

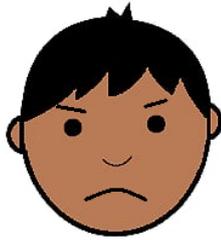
There may be other people we need to talk to.



We will tell you when it may be a long time.



Other places you can go



You are **not** happy with what we say.



The Victorian Civil and Administrative Tribunal.

This is also called VCAT.

Phone 1300 01 8228.



The Victorian Equal Opportunity and
Human Rights Commission.

Phone 1300 292 153.



The Office of the Victorian
Information Commissioner.

This is also called OVIC.

Phone 1300 006 842.

Images

We have used images from



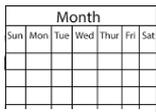
- The V.E.C. images
- 123rf



- COMPIC
- Inspired Services



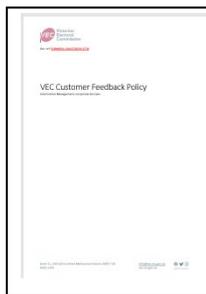
- Picto-Selector
- PrintableCalendarTemplate



- SocialBuzz
- TheNounProject



- Tobii-Dynavox.



This fact sheet is based on the V.E.C. Customer Feedback Policy. July 2020



Access Easy English wrote the Easy English.
August 2020.