

## Where can I get more information?

For more information about services available to victims, contact the Victims Centre



0800 650 654

[victimscentre@justice.govt.nz](mailto:victimscentre@justice.govt.nz)

[victimsinfo.govt.nz](http://victimsinfo.govt.nz)

Contact details for your local court can be found in the blue government pages at the front of the phonebook or at [justice.govt.nz/services/finding-your-local-court](http://justice.govt.nz/services/finding-your-local-court)



MINISTRY OF  
JUSTICE  
*Tāhū o te Ture*

New Zealand Government

MINISTRY OF JUSTICE [justice.govt.nz](http://justice.govt.nz)  
0800 COURTS (0800 268 787)  
[info@justice.govt.nz](mailto:info@justice.govt.nz)

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Lodge With  
**DX MAIL**  
REPLY PAID

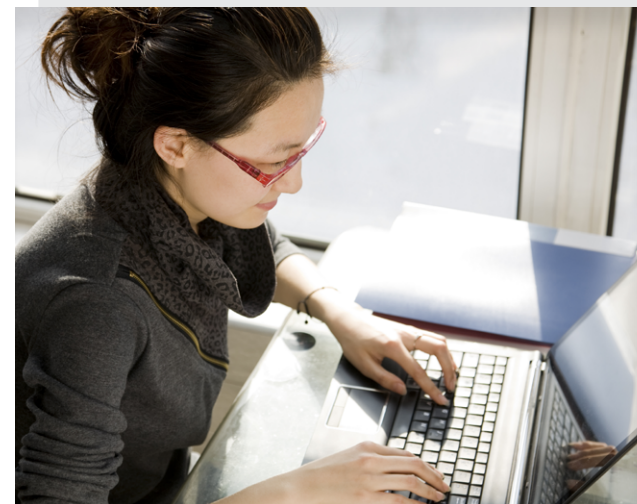
**Victims Centre**  
Ministry of Justice  
DX SX10125  
Wellington



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Victims of crime

# How to give feedback or make a complaint



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The Ministry of Justice needs feedback on the service you've received or are receiving from us. If you tell us what we got right and what we got wrong, we can make sure that victims of crime receive the best service we can deliver.

The information in this pamphlet will help you to:

- make a complaint
- tell us about something we could have done better, but you don't want to make a complaint
- tell us about something we did well and should keep doing.

As a victim of crime, you have the right to make a complaint about the service you've received from the Ministry.

*The Ministry of Justice cannot consider complaints relating to a judicial decision, such as a sentence for an offender.*

## How do I give feedback or make a complaint?

You can:

- use the feedback form on our website ([victimsinfo.govt.nz](https://victimsinfo.govt.nz)) or the smaller form in this pamphlet and:
  - **email** it to us at [victimscentre@justice.govt.nz](mailto:victimscentre@justice.govt.nz)
  - **post** it to Victims Centre, SX 10125, Wellington 6140
  - **hand it in** to your local court (and they will pass it onto the Victims Centre)
- talk to, or send a letter to, your victim advisor or local court manager.

Contact details for your local court can be found in the blue government pages at the front of the phonebook or at [justice.govt.nz/services/finding-your-local-court](https://justice.govt.nz/services/finding-your-local-court)

## What can I expect if I make a complaint?

We will:

- treat your complaint seriously
- investigate your complaint fairly and promptly
- tell you the result of our investigation
- respect your culture and beliefs
- keep your information confidential
- make an interpreter available, if needed
- help you make your complaint to the right place, if it isn't the Ministry of Justice.

### HOW WILL THE MINISTRY ANSWER MY COMPLAINT?

We will let you know we received your complaint within 5 working days. A manager will investigate your complaint. They might want to meet with you to get more information. The manager will write to you within 20 working days to tell you about what they found in their investigation.

The reply will say:

- which parts of the complaint we can deal with
- how we will fix any problems
- we're sorry, if we made a mistake.

### WHAT IF I'M NOT HAPPY WITH THE MINISTRY'S ANSWER?

There is a system to review the ministry's answer to your complaint. The letter from the manager will tell you how to get a review.

## Feedback or complaint form for victims of crime

Name

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Email

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Phone

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Address

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Court you're commenting on:

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This is ☐ a complaint ☐ feedback

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