

1. Visit victimsinfo.govt.nz/contact-us and fill in the

- 2. Fill in the other side of this form, tear off the top portion along the perforated line and hand it to your local court, or fold it with the address showing
- 3. Email us at victimscentre@justice.govt.nz

Ministry of Justice DX SX10125 Wellington

Victims Centre







Information for victims

This form tells you how to:

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

We value your feedback about the service you've received from us.

As a victim of crime, you have the right to make a complaint about the service you've received from the Ministry of Justice. We can't consider complaints about judicial decisions, such as a sentence for an offender.

To find out more about your rights under the Victims Code, visit victimsinfo.govt.nz

HOW TO SEND US YOUR FEEDBACK **OR COMPLAINT**

- form online.
- on the outside and post it for free.
- 4. Phone a courts victim advisor on 0800 650 654.



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If you send us a complaint, we will:

respect your culture and beliefs

keep your information confidential

working days

make an interpreter available, if needed.

• tell you the result of our investigation within 20

treat it seriously and deal with it promptly and fairly

of receiving it

let you know we've got it within five working days

Information | affected by crime ▼ Victims | For people

victimsinfo.govt.nz or call the Victims of Crime For more information about services for victims, visit

they will forward your concerns to the Ministry's complaint that you're unhappy with the outcome, If you tell the person who responded to your

If you're not happy about our response to your

We may contact you to find out more information

0800 COURTS (0800 268 787) MINISTRY OF JUSTICE justice.govt.nz

Information Line on 0800 650 654.

GET MORE INFORMATION

about what happened.

Chief Executive.

complaint

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