

Complaints

How do I make a complaint about the Office of the Director of Public Prosecutions?

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If you or someone you care about, like your child, are a victim of crime, you might find yourself negotiating with the Office of the Director of Public Prosecutions ('DPP') as they decide whether or not to prosecute the perpetrator or as they 'plea bargain' with the perpetrator.

Sometimes you might disagree with the DPP's decisions or feel they have not treated you fairly. If this happens, you might be able to make a complaint. If you would like some help with making a complaint about the DPP, you can contact **knowmore**.

What does the DPP do?

The DPP starts and runs court cases against people who commit serious crime. These court cases are called 'public prosecutions'.

When doing this, the DPP acts on the community's behalf. They do not have their own clients, but they do work closely with victims, police and the courts.

What rights do I have with the DPP?

The DPP's conduct and decisions might be governed by:

- prosecution guidelines
- codes of conduct or
- charters of victims rights

Some rights a victim has in State and Territory are set out below. You should refer to these rights if you make a complaint to the bodies also included below.

Australian Capital Territory

The Victims of Crime Act 1994 (ACT) says a victim should be informed about charges laid, pleas entered, a decision not to proceed with a charge, the trial process and court outcomes.

Who do I contact to complain?

DPP: (02) 6207 5399
Victim Support ACT: 1800 822 272

New South Wales

The Prosecution Guidelines and DPP Code of Conduct govern how prosecutors act.

The Charter of Victims Rights also says victims must be informed about the offender's prosecution and, if they were injured by the offender, they must be told why charges are dropped.

Who do I contact to complain?

DPP in Sydney: (02) 9285 8606
You can contact **knowmore** for other office's numbers.

Northern Territory

The DPP Guidelines say that the victim's attitude is to be taken into account in deciding whether to prosecute.

The Witness Assistance Service will keep victims updated on the process. The Charter for Victims of Crime also says victims are to be advised about charges and the prosecution process.

Who do I contact to complain?

DPP in Darwin: (08) 8935 7500
DPP in Alice Springs: (08) 8951 5800
DPP in Katherine: (08) 8973 8813

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Queensland

The Director's Guidelines say the victim's attitude is to be considered in deciding whether to prosecute. The Victims of Crime Assistance Act 2009 (Qld) also says a victim has a legal right to information about the offender's prosecution.

Who do I contact to complain?

DPP: 1800 673 428
Victims Assist QLD: 1300 546 587

South Australia

The DPP operates within the Prosecution Policy & Guidelines. Guideline 12 says that, in all dealings with victims of crime, due regard must be had to the Declaration of Victim's Rights. There is a continuing obligation to keep the victim informed about the proceedings.

Who do I contact to complain?

DPP: (08) 8207 1529
Commissioner for
Victims Rights: (08) 8204 9635

Tasmania

The Prosecution Guidelines say care must be given to the victim's interests in determining whether to prosecute. The informal Charter of Victims Rights says a victim should be told about the trial process.

Who do I contact to complain?

DPP in Hobart: (03) 6233 6649
DPP in Launceston: (03) 6233 2974
Victims of Crime: 1300 300 238
Victoria

The Victims' Charter sets out 12 principles that criminal justice and victims' support agencies are required to follow. Victims have a right to be told about the prosecution, including charges laid and court outcomes.

Who do I contact to complain?

DPP: 1800 180 587
Victims' Charter
complaints: 1800 118 728

Western Australia

When the DPP takes over a prosecution from the police, victims should be contacted by letter to advise that the DPP is involved. A victim should be informed about the case's progress. The DPP will listen to a victim's views about the prosecution process and consider their wishes about charges.

Who do I contact to complain?

DPP: (08) 9425 3999
Victim Support Service: (08) 9425 2850

What should I say in my complaint?

If you complain, you should explain why you think you have not been treated fairly. You can tell the DPP that you think they have not followed their guidelines or the charter of victims rights, if that is the case.

Contact knowmore

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knowmore has been established by the National Association of Community Legal Centres Inc. with funding from the Australian Government represented by the Attorney-General's Department.

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