Funds in Court

How to make a complaint

Easy English 2021

Funds in Court may have done something you do not like.

You can complain.

There are 3 types of complaints.

1 You are not happy with the Senior Master.

For example,

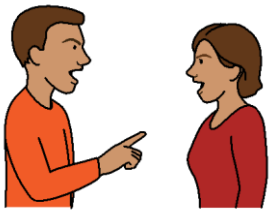
- you want a new car. The Senior Master said you can **not** use your court money
- you want an overseas holiday, the Senior Master said you cannot use your court money

2 You are not happy with the Judicial Registrar

For example,

- you want a house. The Judicial Registrar said you can **not** use your court money
- you want a new computer, the Judicial Registrar said you cannot use your money court money

3 You are not happy with a staff person



For example, a staff person

- was rude
- did **not** listen to you
- gave you the wrong information.

How to make a complaint

There are 2 ways you can make a complaint

1 Phone Funds in Court.

1300 039 390.

Talk to

- Reception. This is the person at the front desk

or

- your Trust Officer

or

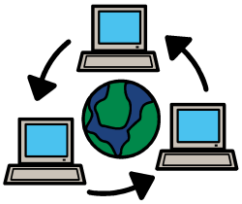
- FIC Complaints Officer

Fill in a complaint form.

Get a complaint form from Funds in Court.

- Phone 1300 039 390

or



- Funds in Court website
  - go to www.fundsincourt.vic.gov.au
  - click on complaints
  - click on online complaints form.

You can ask someone to help you.

For example, a

- family member
- friend
- carer.

Funds in Court will

- listen to your complaint

and

- try to fix your problem quickly.

More Information

Funds in Court

Our office is at

Level 5

469 La Trobe Street

Melbourne Victoria 3000

Send post to:-

Complaints Officer

Funds in Court

Supreme Court of Victoria

210 William Street

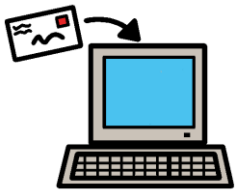
Melbourne Victoria 3000

Hours of operation:

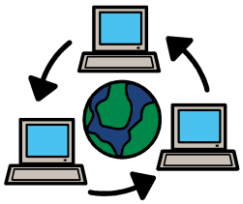
Monday to Friday 9am – 5pm

Phone 1300 039 390

Fax 1300 039 388



Email requests@fundsincourt.vic.gov.au



Website www.fundsincourt.vic.gov.au

Scope's Communication Resource Centre wrote the Easy English.

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