

## **INVESTIGATION AND CONCILIATION SERVICE CHARTER OF SERVICE**

### **What we do**

The Australian Human Rights Commission (the Commission) is Australia's national independent human rights body. One of our main functions is to inquire into and conciliate complaints made under federal human rights and discrimination law.

As part of this function, we provide

- an Investigation and Conciliation Service which aims to help people resolve their disputes quickly and effectively
- a National Information Service which provides information about the law and the complaint process.

### **Our service commitment**

We aim to provide a service that is:

- professional
- accessible
- fair
- timely.

In providing our service you can expect us to:

- treat you with respect and courtesy
- provide you with clear and accurate information
- collect, store, use and disclose your personal information in accordance with Australian law
- keep those involved in a complaint informed about the progress of the complaint
- be impartial and fair to everyone involved
- progress enquiries and complaints in a timely manner
- provide reasons for our decisions.

Our service is unable to:

- provide legal advice
- advocate for a particular person or organisation
- review or investigate the decisions of courts and tribunals
- deal with matters that are not covered by federal human rights and discrimination law.

Our service will also not continue corresponding with you after your complaint to the Commission has been finalised.

## **How you can help us**

To assist us provide the best possible service, it is expected that people using our service will:

- treat Commission staff with respect and courtesy
- tell us if they have any special requirements to access the service such as a need for an interpreter or for information to be provided in an alternative format
- keep us informed about any changes to their circumstances or contact details
- read the information we provide
- respond to our requests for information in a timely manner and as accurately as possible
- attend scheduled meetings or conciliation conferences
- comply with reasonable requests during the process.

We may restrict how we communicate with people whose conduct we consider to be unreasonable. Further information about what we consider unreasonable conduct can be found in our Unreasonable Conduct Policy.

## **Compliments and general suggestions for improvement**

We are committed to continual improvement of our service and we value your feedback.

Please let us know if you think we have provided you with a good service or if you have any suggestions about how the service may be improved. You can do this by participating in our Service Satisfaction Survey or by sending your feedback directly to the officer who dealt with your enquiry or complaint.

## **Raising concerns about our service**

If you are unhappy with an aspect of our service, it would be helpful if you first raise the issue with the staff member who has been dealing with the enquiry or complaint. If this is not appropriate or has not addressed your concerns, you can ask to speak with that person's supervisor. Our staff will do their best to resolve your concerns.

If you are still not satisfied with the response you receive, you can make a complaint in writing to:

Chief Executive  
Australian Human Rights Commission  
Address: GPO Box 5218, Sydney NSW 2001  
Email: [complaints@humanrights.gov.au](mailto:complaints@humanrights.gov.au)

Please note that the Chief Executive cannot investigate complaints about decisions made under the law by the President or the President's Delegate.