

Subject:	Re: Email receipt
From:	Kent Madin (rett139@yahoo.com)
To:	PSC- POLICECONDUCTUNITCOMPLAINTSANDCOMPLIMENTS@police.vic.gov.au;
Date:	Wednesday, August 2, 2017 6:54 PM

Is this an autoresponder address or does a human Australian read these?

Kent Madin
Bozeman, Montana

On Wednesday, August 2, 2017 6:52 PM, PSC-POLICE CONDUCT UNIT [COMPLAINTS AND COMPLIMENTS] <PSC-POLICECONDUCTUNITCOMPLAINTSANDCOMPLIMENTS@police.vic.gov.au> wrote:

Thankyou for your correspondence that has been received by the Police Conduct Unit, Professional Standards Command.
Compliment

If you are providing a compliment about a member of Victoria Police personnel, your recognition of their good work is greatly appreciated. We will ensure your comments are passed on to the member and their manager.

Disputing a Penalty Notice

If you want to dispute a penalty notice, please refer to the three options on the reverse of your notice or contact Civic Compliance on Metropolitan: (03) 9200 8111 or Regional: 1300 369 819, Monday – Friday 8am to 9pm (except public holidays) or visit www.fines.vic.gov.au

Complaint

If you are making a complaint, the Police Conduct Unit will assess your correspondence to determine the most appropriate action to be taken. The process applied usually depends on the nature of the allegations and the issues involved, and will be resolved or addressed in the following manner:

- By explanation of the law, or police policy and procedures by the Police Conduct Unit
- By resolution through our 'Local Management Resolution' process, in relation to complaints of communication and customer service issues
- By formal investigation, in relation to complaints of a serious nature such as excessive or unreasonable use of force, dishonesty, threats or harassment or unlawful arrest

You will be contacted in due course, either by telephone or in writing, to explain the process and actions to be taken to address your complaint.

If at any stage you wish to withdraw your complaint please notify the Police Conduct Unit with your intention as soon as possible.

Other Option

You may prefer to complain directly to the Independent Broad-based Anti-corruption Commission website at www.ibac.vic.gov.au should you not be satisfied with the actions of Victoria Police.

*****WARNING*****

Making a false complaint or creating a false belief may be an offence under the Crimes Act 1958 or the Independent Broad-based Anti-corruption Act 2011.

Superintendent de Ridder
Conduct and Professional Standards
Professional Standards Command

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We make reasonable efforts to protect against computer viruses but we do not accept liability for any liability, loss or damage caused by any computer virus contained in this email.