

Victorian Equal Opportunity and Human Rights Commission - Online Complaint Form

1. You may contact the Commission's on 1300 292 153 or complaints@veohrc.vic.gov.au to discuss your complaint



Part 1: About you

Your details

Title

Mr

Full Name

[REDACTED]

Street address

[REDACTED]

Suburb

[REDACTED]

Postcode

[REDACTED]

State

[REDACTED]

Contact number

TTY

Email Address (a copy of your complaint will be sent to this address)

[REDACTED]

Do you need to communicate with us electronically?

Yes

Please advise why?

[REDACTED]

Are you making this complaint on behalf of someone else?

No

Do you have a solicitor/advocate representing you?

No

Part 2: The Respondent

The person or organisation you are complaining about

Name/Organisation

VCAT

Their contact number

Street address

55 King Street

Suburb

Melbourne

Postcode

3000

What is the respondent's relationship to you? e.g. employer, landlord, provides goods or services to you

Tribunal

Part 3: About the complaint

Why are you complaining to the Commission? *Do you believe you have been discriminated against because of your:*

political belief or activity
victimisation

If you have been discriminated against for another reason, please state that reason:

For highlighting the presence of bias in Tribunal proceedings, and mentioning this in documents filed at the Supreme Court Victoria, when asking for 'leave to appeal' about a case in relation to my former landlord. The Supreme Court at a hearing on the 20 August 2014 said there was no bias or discrimination at the Tribunal hearing that occurred on 11 June 2014, however, it did not deal with any of the subsequent hearings/claims.

When did this happen to you? Provide the date or dates of the events you are complaining about.

On the 19 June 2014.

On the 20 June 2014.

22 August 2014.

What happened to you? Describe the events that you want to complain about. You need to say what happened, who did it and where it happened. Put in as much detail as you can and explain why you think this happened, for example because of your race, sex, disability etc.

On the 19 June 2014 I phone VCAT to inform the Tribunal that I was not able to attend the hearing on the following day due to illness. I had just been to the doctor prior to telephoning VCAT. The staff member asked me to send the medical certificate immediately. This was done, so VCAT had the medical certificate prior to the hearing.

On the 20 June 2014 I contacted VCAT by telephone to enquire about the hearing. The staff member I spoke with (Anna) did not tell me anything about what happened at the hearing. When I spoke to her Manager (Andrew), he became very defensive and started to talk "over me" whenever I was offered the opportunity to speak.

As VCAT did not say anything relating to the case over the phone, I immediately visited VCAT. Whilst speaking with a counter staff member, a supervisor there came to the counter and shouted something that was related to the case that was ongoing at the Tribunal. The Tribunal had not determined the matter at that point but she made her opinion known quite clearly.

File access request to inspect a file to which I was a party was not processed, and I was asked to fill in another form for the same file, causing delay, cost and time.

On visiting VCAT on 22 August 2014 at around 3:30pm, the counter staff member became rude in her responses when I had asked her to see what was the status of a file access request lodged on 18 August 2014. She said that I was there everyday. When I said I had not visited VCAT since the 18 August 2014, she refused to accept this and asked her colleague on the next counter, if I am not there everyday. She continued to ask him, if I was there "everyday". She also said that "there were thousands of files, not just yours".

After I had gone away for a brief moment and while been served by the colleague, a Manager at VCAT, who I was told was called Nick, said to me "You need to wait", and asked the colleague to serve another customer who was waiting in the waiting area. I noticed that the colleague had served her prior to me, had finished dealing with her, called my ticket, then upon the request of the Manager had to serve that person again. I told the colleague of rude staff member, that it was not his fault as he was asked to serve the person again.

Part 4: How has this affected you

What loss or harm have you experienced because of what happened to you?

For the file access request that was lodged but was not processed, I had to visit VCAT again, relodge another request, incurring cost, time.

For the supervisor shouting details about the case, before the Tribunal's determination, I have suffered personal vilification.

The rude staff member saying I come to VCAT everyday - It amount to an accusation that is not correct and I feel victimized, and unwelcome at that public place.

Part 5: Results

What kind of outcome do you want to resolve your dispute?

I would ask for the Tribunal staff to treat everyone with dignity and respect their political opinions, even if these political opinions are not the same.

I am seeking an apology from the counter staff member that accused me of coming to VCAT "everyday". An apology from the manager that allowed someone to jump the line also.

Part 6: Other ways you have tried to resolve the dispute

Have you made your complaint to another agency? e.g. Australian Human Rights Commission, Fairwork Australia?

No