

Complaints and reports about public administration

When you make a complaint or report about corruption, misconduct or maladministration in public administration to the Office for Public Integrity (OPI), we will assess whether issues are raised that require further action and the most appropriate agency to address those issues.

What are the potential outcomes of an assessment?

Our assessment process looks at all relevant information. Sometimes we might need more information to help us determine the next appropriate step. **This process is not an investigation though – the OPI has no investigative powers.**

During our assessment, we will look at your complaint or report and take one of the following actions.

Referral to the ICAC

If the matter raises a potential issue of corruption in public administration (that could be the subject of a prosecution) it will be referred to the Independent Commission Against Corruption (ICAC) for investigation.



Referral to an Inquiry Agency

If the matter raises issues that should be considered by another inquiry agency, it will be referred to that agency. This could be Ombudsman SA or the Judicial Conduct Commissioner. This may include complaints that raise potential issues of misconduct or maladministration in public administration.

Referral to another agency

If the matter does not raise potential corruption or issues that should be dealt with by an inquiry agency, it may be appropriate for it to be referred to another relevant authority for further consideration. This could include the public authority you complained about or a law enforcement agency.




No further action

In some cases, a complaint or report may be assessed as needing no further action. There are a number of reasons for this. Visit our website for more information about why no further action may be taken.



More information:

 1300 782 489

 www.publicintegrity.sa.gov.au

 admin@opi.sa.gov.au

How long does an assessment take?

The time it takes to assess your complaint or report depends on a number of things including:

- the complexity of your complaint
- the number of issues, people and agencies involved
- the amount of information or documentation provided
- whether any information is needed from you or other sources
- other issues identified in our assessment process.

You can contact the OPI if you need an update on your matter.



When will I hear from the OPI?

The OPI may contact you to ask you questions, however we will usually assess your complaint using the information that you have already given us. If you have any further information that will be relevant to how we will assess your complaint, please provide it to us as soon as possible.

The OPI will contact you in writing once we have assessed your complaint. You can contact the OPI if you need an update on your matter.

Note: any hardcopy documentation provided to the OPI regarding a complaint or report will be returned to the sender where possible. Otherwise, it will be stored electronically, and the original destroyed upon closure of the matter.

Am I allowed to talk about my complaint or report?

It is against the law to disclose or publish certain information about a complaint or report made to the OPI. Breaching this obligation is a criminal offence under the *Independent Commission*

Against Corruption Act 2012, which can attract a fine, or in some cases, a prison sentence.

You must not publish, including on social media, that you have made or intend to make a complaint or report to the OPI.

If you need further information you can visit the OPI's website. If you want to seek permission to disclose information, contact the OPI or seek independent legal advice.

Will anyone find out I made a complaint?

For us to act on your complaint, sometimes we will need to share your details with another agency. This could be the Ombudsman, SA Police, ICAC or the agency you complained about. If we need to do this, we will ask you for your views about this first.

There are some circumstances where your identity can be disclosed without your consent, including:

- where there is a threat to your safety or wellbeing
- where your evidence may be essential in the investigation of a serious allegation of corruption, misconduct or maladministration.

What protections are available to you?

It is an offence under the ICAC Act to victimise someone because they have made a complaint or report to the OPI.

If you are a public officer, you may also have protections under the *Public Interest Disclosure Act 2018*.

If you have any questions about your complaint please contact the OPI on the contact details below.

More information:



1300 782 489



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What support is available?

The following services can provide access to support and independent legal advice.

1800Respect

Free counselling, information and referrals for those experiencing family violence.

1800 737 732 1800

respect.org.au

Aboriginal Legal Rights Movement

Legal advice and assistance for Aboriginal people in South Australia.

1800 643 222

alm.org.au

Beyond Blue

Support for people experiencing anxiety or depression.

1300 224 636

beyondblue.org.au

Employee Assistance Program (EAP)

SA Public Sector employees may have access to work-based wellbeing programs. Contact your employer.

Homelessness Gateway

24/7 support and access to emergency accommodation for those at risk of homelessness.

1800 003 308

JusticeNet SA

Coordinates free legal assistance for low-income earners.

justicenet.org.au

Legal Services Commission

Free legal assistance, advice, information and referrals.

1300 366 424

lsc.sa.gov.au

Lifeline Crisis Support

Crisis support and suicide prevention.

13 11 14

lifeline.org.au

Mental Health Triage Service

24/7 service for support, triage and referrals for mental health emergencies.

13 14 65

Suicide Call Back Service

24/7 phone and online counselling for people affected by suicide.

1300 659 467 suicidecallbackservice.org.au

Victims of Crime South Australia

Assistance and support for victims of crime.

8204 9635

victimsofcrime.sa.gov.au

Women's Legal Services SA

Free legal services for women in South Australia.

1800 816 349

wlssa.org.au



OFFICE FOR
PUBLIC INTEGRITY
SOUTH AUSTRALIA

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