

Review process

What can I do if I am dissatisfied with my outcome?

Complainants and reporters who are dissatisfied with the outcome of their assessment as determined by the OPI may contact us again and request that we reconsider our decision. We call this process a review.

The review process is not a legislative requirement under the Independent Commission Against Corruption Act 2012 (ICAC Act). How we deal with your review is at the discretion of the OPI.



How do I initiate the review process?

Review requests are submitted in writing either by email or post.



The reason we ask for submissions in writing is so that the information provided is in your words and cannot be misinterpreted.


What should I include in my review request?

We ask that you explain to us why you think we should consider re-assessing your complaint or report. For example, you may feel that the letter you have received from us advising of the outcome of your complaint or report does not include aspects of your complaint or that the OPI has misunderstood your complaint.



Please provide any further information that may have not been available at the time of your original complaint or report.

More information:

 1300 782 489

 www.publicintegrity.sa.gov.au

 admin@opi.sa.gov.au

What happens once I have made a review request?

The OPI will review any information that you provide. A decision will be made on whether a reassessment is required.

This process is on a case by case basis and there is no guarantee a different outcome will be reached.

Will I hear back regarding my review request?

If your matter is reassessed a new outcome letter will be sent to you when the reassessment is complete.

If we decide that a reassessment is not required, we will advise you of that decision, if appropriate.



Why has the OPI not investigated my complaint or report?

The OPI does not have any investigative powers under the ICAC Act.

The OPI conducts assessments of complaints and reports under the ICAC Act to decide whether the matter should be referred to another agency for further assessment, or whether no further action should be taken. This assessment is based on the information you provide to us, and at times, the information we obtain from another agency.

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.



What can I do if I am not happy with the conduct of the OPI?


Please contact the OPI in writing and a senior staff member will consider your complaint.

If you are not satisfied with our response, complaints about the OPI's conduct can be made in writing to the Office of the Inspector. The Inspector does not review the OPI's decisions.


Website: www.inspector.sa.gov.au

Post: The Inspector
GPO 2371
Adelaide SA 5001

More information:

 1300 782 489

 www.publicintegrity.sa.gov.au

 admin@opi.sa.gov.au

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

More information:



1300 782 489



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