



HIGH COURT OF AUSTRALIA

HIGH COURT BUILDING – SECURITY COMPLAINTS POLICY

Objective of Policy

The High Court seeks to maintain a safe and respectful security environment in the High Court building in Canberra. We welcome feedback and complaints to assist us in maintaining high standards of security.

Under the *Court Security Act 2013* (Cth) a person may make a written complaint to the Chief Executive & Principal Registrar about the conduct of a security officer or an authorised court officer purporting to exercise a power or perform a duty under that Act. More generally, complaints can be made about the conduct or behaviour of court security guards at the High Court.

This policy has been designed to provide the framework for the making, managing and resolution of complaints about security at the High Court building in Canberra.

It sets out:

- The complaint lodgement process.
- How the complaint will be handled.
- How the complaint will be resolved.

How a complaint can be made

A complaint should be made in writing and addressed to the Chief Executive & Principal Registrar. This can be done by email (enquiries@hcourt.gov.au) or by mail (High Court of Australia, PO Box 6309, Kingston ACT 2604).

To help us investigate your complaint please provide:

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- Your name and contact details.
 - The nature and detail of the complaint, including the date and time of the complaint.
 - Copies of any documentation which supports your complaint.

What happens when a complaint is made

The Court will acknowledge receipt of your complaint within three working days.

The Chief Executive & Principal Registrar will refer the complaint to the Senior Executive Deputy Registrar of the Court to investigate the complaint. This may include an initial review of the complaint to determine if any additional detail or documentation is required. The complaint will be investigated by considering the information provided by the complainant and any other information which may assist in investigating the complaint. The Senior Executive Deputy Registrar will provide a written report to the Chief Executive & Principal Registrar.

We will endeavour to complete the investigation within 20 working days of receiving the complaint. You will be notified of the outcome of the investigation and, where appropriate, any actions taken with respect to your complaint. Where appropriate, CE&R will amend or reinforce its practices and policies in consultation with the Marshal and Manager - Corporate Services.

Privacy

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us. As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues. If you lodge a complaint we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Under section 36 of the *Court Security Act 2013* (Cth), the Chief Executive & Principal Registrar of the Court is required to report to the Commonwealth Ombudsman after the end of each financial year as to whether any complaints were made under that Act and indicating how each complaint was dealt with. However, no personal information will be disclosed (other than with the complainant's consent) in making any such report.



Approved by the Chief Executive & Principal Registrar

Dated: 30 January 2023.....