

Reports and complaints

What to know before making a report

It is important to know how the Independent Commissioner Against Corruption (ICAC) can help if you have a matter to report. This will include understanding who and what the ICAC can investigate.

There are various agencies in the NT that can accept and manage complaints and reports in both the public and private sector.

The ICAC deals with reports of improper conduct and corruption in public administration and organisations that receive resources.

The below steps can help prepare you for making a report or complaint:

1. Understand what the ICAC does.
2. Check if the ICAC is the right agency to lodge your complaint or report with.
3. Be clear on what you are reporting.
4. If you have already reported the matter to another agency, have the details ready.
5. Know your privacy options.
6. Understand what happens to your report.
7. If you're calling, have a pen and paper ready.

Protecting your privacy and communication

Any member of the public has the right to make a complaint about improper conduct.

When you report a matter to the ICAC, you can become a protected person and the information you provide, oral or written, can become a protected communication. Telling the ICAC

about your suspicions is also a protected action.

All information is legally protected and treated with the strictest confidence.

Receiving your report

When the ICAC receives your report, you will receive an acknowledgment email if you provided your details.

You may be contacted for further information that will help to assess your report.

The ICAC will make every effort to respond to each report, however the ICAC will not provide timeframes of when people may receive information regarding their report.

Assessing the information

The ICAC will analyse the information in your report to determine if improper conduct or corruption has happened.

The timeframe to assess a complaint will depend on a number of factors, including:

- **the number of issues raised and the complexity of the complaint**
- **the number of people and agencies you have identified**
- **the clarity of information and level of documents you have provided**
- **whether you are contactable for further information.**

Deciding what needs to be done

Depending on the nature of your report and whether the matter falls within the area of our jurisdiction, it may be referred to another agency. The ICAC may take no further action if:

- **insufficient information has been provided**
- **there is no way to confirm the details with you**
- **the complaint is trivial or vexatious**
- **it is being managed by another agency.**

Conducting inquiries


The ICAC will conduct an inquiry into your report to determine whether to investigate, refer or dismiss your report.

Most investigations will be conducted with private examinations to protect witnesses and maintain confidentiality of the case. The only exception is where a public inquiry is being held.

Investigating your report

By law, we must prioritise matters with the most serious or systemic improper conduct.

Contact information

 Freecall 1800 250 918

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FACTSHEET