

# Guidelines: Enrolment Complaints

These Guidelines explain the process for making an enrolment complaint.

You can contact us at any time if you have questions about the Assembly's enrolment processes. Our contact details are available at the end of these Guidelines.

## About enrolments

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The Assembly has its own, independent electoral roll. Victorian Traditional Owners and Aboriginal and Torres Strait Islander people living in Victoria can enrol and vote in Assembly elections.

The Assembly's enrolment and election processes are governed by Election Rules and overseen by an Enrolment Registrar.



### Election Rules

Rule book for Assembly enrolments and elections



### Enrolment Registrar

Person who oversees Assembly enrolments

## About enrolment complaints

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### Who can make an enrolment complaint

You can make an enrolment complaint if:

- **you have applied to enrol** – in relation to a decision to reject your enrolment application or
- **you are enrolled** – in relation to a decision to accept or reject another person's enrolment application that you think is invalid.

## How to make an enrolment complaint

An enrolment complaint must be in writing and sent to the Enrolment Registrar. The contact details for the Enrolment Registrar are at the end of these Guidelines.

The enrolment complaint must include the grounds for the complaint and the persons involved.

Enrolment complaints can be made at any time.

## How enrolment complaints are resolved

Enrolment complaints are resolved in accordance with the Election Rules.

Complaints will be resolved by the Enrolment Registrar, except for complaints about whether a person is a Victorian Traditional Owner or Aboriginal and Torres Strait Islander person. In this situation, the complaint will be resolved by a Dispute Resolution Panel, which is a panel of respected Aboriginal community members.

In resolving complaints, all parties involved will have the opportunity to be heard.

## Contact us

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### Enrolment Registrar

Amy Rust

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