

Raising employee conduct with the TAC

The TAC expects its employees to always engage and interact with our clients and their representatives in a manner that is positive, helpful and consistent with the TAC's values:

- We value life;
- We make every conversation count;
- We will find a better way, today; and
- We make the complicated simple.

Sometimes a legal practitioner may consider the conduct of a TAC employee to be inconsistent with the TAC's values. When this happens, they are encouraged to address this conduct with the TAC employee or ask to speak with their Manager. In our experience, issues can often be resolved by speaking directly with the people involved.

If a legal practitioner is not satisfied with the outcome, they can contact the relevant TAC Senior Manager to discuss their concerns. Current contact details for the relevant Senior Manager can be obtained by:

- a) Asking the TAC employee or Manager;
- b) Contacting a representative to the Protocol Working Group from the Law Institute of Victoria (at protocol-enquiries@liv.asn.au) or the Australian Lawyers Alliance (at enquiries@lawyersalliance.com.au); or
- c) Sending a brief email to review@tac.vic.gov.au asking for the name and contact details of the relevant Senior Manager. No further details need to be provided in this email.

If a legal practitioner is still dissatisfied with the response they receive, they can make a formal complaint. To do this, legal practitioners can:

- Use our [online complaints form](#)
- Email complaints@tac.vic.gov.au
- Call 1300 654 329 or 1800 332 556 (toll-free outside Melbourne metropolitan area) from 8:30am to 5:00pm, Monday to Friday.

The TAC will investigate the matter and provide a response.

Further information about the TAC's Complaints process is available [here](#) on our website.