

Anthony Smith

By email: als1969@icloud.com

Re: Your complaint under the Charter of Victims Rights

9 March 2025

Dear Anthony Smith,

I am writing to acknowledge receipt of the complaint you made under the Charter of Victims Rights (the Charter), received by the Commissioner of Victims Rights (the Commissioner) on 28 February 2026.

The Charter is established under the *Victims Rights and Support Act 2013* (VRSA) and governs the treatment of victims of crime in NSW by government and non-government agencies funded by the government to provide services to victims.

Under section 10(1)(e) of the VRSA, the Commissioner can receive complaints from victims of crime about alleged breaches of the Charter and use best endeavours to resolve a complaint. Section 11 of the VRSA enables the Commissioner to make enquiries and undertake investigations in resolving a complaint.

The Charter sets out 18 rights that the Commissioner can make enquiries about. I would like to emphasise that this does not include enquiries into the way that the police investigation is conducted, and the operational decisions that are made. Victims have a right to information about their case, however, complaints about the methodology and outcome of a criminal investigation or prosecution, are not within the scope of the Charter.

Further, the Charter does not cover situations in which police conducted their investigation on the basis that they had reasonable grounds to suspect you as a perpetrator.

In your complaint, you have alleged that the New South Wales Police Force, specifically the Kings Cross Police Area Command, has breached the following rights found in the Charter (section 6 of the VRSA):

1. Courtesy, compassion and respect
3. Access to services
4. Information about investigation of the crime
18. Information about complaint procedure where Charter is breached

You have given your consent to the Commissioner to release the information contained in your complaint for the purpose of investigating these concerns to Police. Your complaint will be provided to Police for their response and comment.

Upon completion of the Commissioner's investigation into your complaint, I will advise you of the outcome.

If you have any questions or would like to provide any further information, please contact me on 1800 633 063 or by email at vs@dcj.nsw.gov.au.

Yours sincerely



Shalini Nataraj-Hansen
Principal Policy Officer
On behalf of the Commissioner of Victims Rights