Privacy Act
Complaint Form

The purpose of the *Privacy Act* is to extend the present laws of FWS that protect the privacy of individuals with respect to personal information about themselves held by a government institution and that provide individuals with a right of access to that information.

Instructions: Use this form to submit a privacy complaint. A privacy complaint can be submitted when you believe that a government institution has mishandled personal information OR not answered your request for access to your personal information. When you complain to this office, you are asking us to review the matter to see if the department has dealt with it appropriately under the *Privacy Act*.

The personal information provided on this form is protected under the provisions of the* Access to Information Act *and the* Privacy Act*. Please note that your name and the details of your complaint will be provided to the department that is the subject of the complaint.

First name *	**Last name ***	**Email address**
Mailing address *		**City ***
State *	**Postal code ***	**Home phone (include area code)**
Work phone (include area code)	**Cell phone (include area code)**	**Fax number (include area code)**
Please indicate the best time to contact you, as well as any contact restrictions: *(The Privacy IRTM hours of work are Monday to Friday, 8:30 am to 4:30 pm* EST*)*		

*** Required field**

1. Are you making this complaint on your own behalf? ☐ Yes ☐ No

   Are you making this complaint on behalf of another individual? ☐ Yes (If **Yes**, attach authorization document) ☐ No

2. Which **department** is your complaint for review about? ***(Please identify by specific name and location.)***

3. What is your relationship with the department?

   Government employee ☐ or
   General public ☐

4. Summarize your complaint and any steps you have taken to try to resolve it: ***(Please indicate any file or reference number. Include relevant dates, i.e. date of request for access to personal information, date you became aware of and/or made complaint to the department.)***

5. Have you attempted to resolve the matter with the department?

☐ Yes (If **Yes**, ***attach a copy of any correspondence you may have sent/received***) ☐ No

6. Did you write to the department outlining your concerns? ☐ Yes ☐ No

*(If **Yes**, attach a copy of your letter to the department and their response to you, if any.)*

NOTE: You are strongly encouraged to first try to settle the matter directly with the department about which you are complaining by contacting the person responsible for handling privacy issues within that department. This is typically the designated Privacy Coordinator.

7. Who have you dealt with at the department***? (List the names, titles, phone numbers or addresses of people with whom you have had contact. Also include date of contact.)***

8. Does the matter relate to ***(Note: You can choose more than one, if applicable)***

☐ **Access** to personal information

☐ **Use and Disclosure** of personal information

☐ **Correction/Notation**

☐ **Correction/Time Limits**

☐ **Time Limits (delay)** to respond to your request.

☐ **Extension Notice**

☐ **Language**

☐ **Collection** of personal information

☐ **Retention & Disposal** of personal information

☐ **Fees**

☐ **Other** (explain)

9. What are your expectations of the department with respect to resolving your concerns?

10. What are your expectations of the OPC with respect to resolving your concerns?

Please attach copies of the following documents if you have them:

☐ Any other correspondence between you and the department on this matter

☐ Any documentation that indicates that you are authorized to act for another person

☐ Other relevant documentation

I certify that the information given on this form, to the best of my knowledge, is true and complete.

_____

First and last names (print)

_____ _____

Signature Date

Send Complaint Form to:

U.S. Fish & Wildlife Service
Information Resources and Technology Management
FWS Privacy Act Officer
Johnny Hunt
4401 N. Fairfax Drive Suite 380
Arlington, Va 22203

We cannot accept complaints by electronic mail. Please complete, print, sign and send the form by mail.