

# Information Privacy Complaint Form

This form is to assist you in making a complaint about the handling of your personal information by the Department of Sustainability and Environment or a contracted service provider of the department under the Information Privacy Act 2000.

**You may only complain about the mishandling of your own personal information; not about anyone else's information. Parents of minors, legal guardians and those with a legal authority may complain on behalf of their children or wards etc. If you are complaining on behalf of someone else please provide proof of your authority to do so.**

**Please note, use of this form is optional, however, to assist our privacy staff, it is important that you include all the required information in a legible letter. If more space is required, please attach additional pages.**

## About You - the Complainant

### Your details

Name: Mr/Mrs/Miss/Ms \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Email: \_\_\_\_\_

Contact phone number during business hours: ( ) \_\_\_\_\_

*Please advise our office as soon as possible if any of your contact details change.*

## The Respondent - who you are complaining about

### I am complaining about

Organisation/Agency: \_\_\_\_\_

Individual(s) involved (if known) \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

## Your Complaint

### How do you believe your information privacy has been breached?

Please give a brief description of the events which you allege were an interference with the privacy of your information. We need to know what happened, where it happened and who did it.

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### How has this affected you?

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### Complaints to other organisations

Have you taken this complaint to any other organisation?

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## Documents

Please give us *copies* (not the original) of any documents that may help us to investigate your complaint (for example, any correspondence or records of conversations you have had with DSE staff or contracted service providers).

Please sign and date this form and return to DSE at the address below.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

## Return to DSE

**When you have completed this form please return it by mail, email, or fax to:**

Manager, Privacy  
Department of Sustainability and Environment  
PO Box 500, East Melbourne 3002  
Telephone: 03 9637 8697

**Collection statement: The department will use the information you provide to conciliate and investigate your privacy complaint. We may disclose the information you give us to the individuals or organisations named in the complaint and, if necessary, to others who have information relevant to your complaint. Should the complaint be referred to the Victorian Privacy Commissioner, we may need to disclose some information to Privacy Victoria and/or the Victorian Administrative Appeals Tribunal.**