**** FOI Complaint Form

The Office of the Australian Information Commissioner can investigate complaints about the conduct of Australian Government agencies making decisions under the *Freedom of Information Act 1982*

The OAIC encourages you to lodge your complaint with the agency, before lodging your complaint with us. The OAIC does not investigate FOI complaints that relate to State, Territory or local government agencies, or complaints about ministers.

If you have trouble completing this form please send an email to enquiries@oaic.gov.au or call our enquiries line on 1300 363 992.

## *What happens to your complaint?*

OAIC staff will assess the information you have provided and decide the appropriate next steps. We will then contact you.

We will use the information you have provided to assess your complaint, conduct the investigation and conciliate your complaint. We will usually disclose the information you give us to the agency you have complained about and, if necessary, others who have information relevant to your complaint. In the case of a challenge to a decision by the OAIC, we may need to disclose some information to a review body for example, a court or tribunal.

Your personal information will be used and stored in accordance with the Australian Privacy Principles.

You can submit a complaint in writing, by email, fax or in person by visiting one of our offices.

Please send the completed form to us by:

|  |  |  |
| --- | --- | --- |
| **Post** | **Email** | **Fax** |
| Director Reviews and InvestigationsGPO Box 5288Sydney NSW 2001 | enquiries@oaic.gov.au | +61 2 6123 5145 |

## About You – the FOI Complainant

Name: Mr / Mrs / Miss /Ms / Dr

If you wish your complaint to be anonymous, please write anonymous. Please note we may not be able to investigate anonymous complaints.

**Preferred contact method** (you must provide at least one contact method)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Email |  | Phone |  | Post |  | Mobile phone |   | Other |  |

Phone (daytime)

Mobile

Email

Postal Address

 Postcode

Other contact details (e.g. Fax or international address)

## Previous Dealings

If you have contacted us before about this matter, please provide the reference number we gave you

## Representative

Do you have someone that you would like to represent you in your complaint?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | Yes |  | No |

If yes:

What is your representative’s relationship with you? (e.g. lawyer):

Representative name: Mr / Mrs / Miss /Ms / Dr

Preferred contact method(you must provide at least one contact method)

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | Email |  | Phone |  | Post |  | Mobile phone |   | Other |  |

Phone (daytime)

Mobile

Email

Postal Address

 Postcode

## Agency Information

Please provide details of the Australian Government agency which is the subject of your FOI complaint.

Name of Agency

Phone (daytime)

Email
Postal Address

 Postcode

## Previous Contact with the Agency

If the agency has given you a reference number relevant to your FOI request, please tell us this number/s.

Please provide a summary of the current status of the FOI request that has led to this complaint and how you have tried to resolve this with the agency. Please provide details of the agency response to your complaint.

Your Complaint

Please provide a summary of your complaint

## Resolution

What action or result would you like to resolve the complaint?

## Supporting Information

Please attach any supporting documents to this form, such as correspondence with the agency about your complaint.