



How to make a complaint against us

Who is this information for?	Any person seeking to make a complaint about the IPC.
Why is this information important to them?	This fact sheet outlines how to make a complaint about the way the IPC has administered its functions, not about the outcome of a privacy or information access review or investigation by one of the Commissioners (or their delegate). There are separate fact sheets explaining your options if you are dissatisfied with a privacy or information access outcome or if you are considering making a public interest disclosure.

The Information and Privacy Commission (IPC) aims to provide a high level of service. If you are dissatisfied with the level of service you have received from our office there are complaint mechanisms for you to use.

Step 1 – Seek to resolve the issue informally

To enable us to deal with your complaint promptly, please raise the issue with the relevant staff member when it occurs. If you are unhappy with their response, ask to speak to their supervisor. The supervisor will listen to your concerns and try to resolve them. If appropriate, the supervisor will escalate the matter internally. If the supervisor is not immediately available, they will contact you by phone or in writing as soon as possible with a view to promptly resolving your issue.

If you still remain dissatisfied, you can make a formal complaint.

Step 2 – Make a formal complaint

To make a formal complaint, please write or email us, or you can ask us to help you write it down.

What to include in your letter of complaint

Briefly explain your concerns and include enough information for us to assess your complaint and decide what we will do.

For example, describe what happened and when, who was involved and anything else that is relevant. Include, if appropriate, a summary of the issue we were assisting you with.

Remember to tell us what action you have already taken (such as making an informal complaint) and what you would like to happen. Include copies of all relevant correspondence.

How the IPC deals with formal complaints?

Your complaint will always be dealt with by someone more senior than the person you have complained about. The person who looks into the matter will:

- acknowledge your complaint within three business days
- discuss the complaint with the relevant staff member
- if required, escalate the complaint to a manager
- respond to you in writing within 15 working days.

If after receiving a response to your formal complaint you are still dissatisfied, you can ask the CEO of the IPC to review the matter.

Step 3 – Contact the NSW Ombudsman

If you are dissatisfied with the handling of your complaint by the IPC, you can contact the NSW Ombudsman.

The NSW Ombudsman has responsibility for dealing with complaints about conduct that is illegal, unreasonable, unjust, oppressive, discriminatory, based on improper or irrelevant grounds, based on a mistake of law or fact, or otherwise wrong.

You can contact the NSW Ombudsman on 1800 451 524 (Toll free) or visit - www.ombo.nsw.gov.au

Independent Commission Against Corruption (ICAC)

If you believe there has been corruption or serious misconduct the Independent Commission against Corruption (ICAC) has primary responsibility for dealing with complaints about corrupt conduct. Corrupt conduct is intentional or deliberate misdoing, such as a staff member improperly using their knowledge, power or resources for personal gain or the advantage of others.

You can contact ICAC on 1800 463 909 (Toll free) or visit - www.icac.nsw.gov.au

For more information

Contact the Information and Privacy Commission NSW (IPC):

Freecall: 1800 472 679

Email: ipcinfo@ipc.nsw.gov.au

Website: www.ipc.nsw.gov.au

NOTE: The information in this fact sheet is to be used as a guide only. Legal advice should be sought in relation to individual circumstances.