Freedom of information complaint form

Use this form to make a freedom of information (**FOI**) complaint to OVIC about a Victorian public sector agency or Minister.

Before making a complaint to us it is important to read about [what you can complain about, our FOI complaints process, and what happens next.](https://ovic.vic.gov.au/freedom-of-information/for-the-public/foi-complaints/)

When you have completed this form email it to [enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au). If you need help completing this form or have questions, please [contact us](https://ovic.vic.gov.au/about-us/contact-us/).

**How will the information I provide be used?**

We are required to provide a copy of this complaint to the agency or Minister you are complaining about. We use the information you provide to help us to resolve your complaint. This includes contacting the agency or Minister to notify them of your complaint, discussing the complaint with them, and collecting information about you from them. We may also discuss your complaint with third parties if their rights or interests are affected.

We manage your personal information in accordance with our [Privacy Policy](https://ovic.vic.gov.au/about-us/internal-policies-procedures-and-registers/privacy-policy/).

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|  | A copy of your complaint and any supporting information and attachments will be provided to the agency or Minister | | |
|  | Information with solid fill | | The legislation requires us to provide a copy of your complaint and any supporting information and attachments to the agency or Minister. If you have confidential information that you do not want provided to the agency or Minister, you can send it to us separately after you submit this complaint. |
|  |  | I understand a copy of this complaint and any supporting information and attachments will be provided to the agency or Minister. | |

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|  | Is your complaint about a Victorian public sector agency or a Victorian Minister? | | |
|  | Information with solid fill | | You can only complain to us about a Victorian public sector agency or Victorian Minister.  For example, a Victorian department, a Victorian council, or a Victorian statutory authority.  [Find the names of Victorian public sector agencies and Ministers here](https://ovic.vic.gov.au/freedom-of-information/find-an-agency/). |
|  |  | Yes – Continue to question 3. | |
|  |  | No – We are unable to assist you. [Find information on other ombudsman or commissions that may be able to assist you](https://ovic.vic.gov.au/freedom-of-information/for-the-public/foi-complaints/#who-else-might-be-able-to-help-me). | |

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|  | What is the name of the agency or Minister? | | |
|  | Information with solid fill | [Find the names of Victorian public sector agencies and Ministers here](https://ovic.vic.gov.au/freedom-of-information/find-an-agency/). | |
|  | Agency or Minister’s name: | | Click or tap here to enter text. |

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|  | Do you know the agency or Minister’s reference number for the FOI request? | |
|  | Their reference number: | Click or tap here to enter text. |

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|  | Did the act, conduct, or issue you are complaining about happen within the last 60 days? | | | |
|  | Information with solid fill | | We cannot accept a complaint if it is received by us outside of 60 days of the act, conduct, or issue occurring, unless an act or omission of the agency or Minister stopped you making the complaint. | |
|  |  | Yes – What date did the act or conduct occur? | | Click or tap to enter a date. |
|  |  | No – We cannot accept your complaint unless an act or omission of the agency or Minister stopped you from making this complaint to us within 60 days. [Contact us](https://ovic.vic.gov.au/about-us/contact-us/) to discuss if you can make a complaint or not. | | |

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|  | What is your complaint about? | | | |
|  | Information with solid fill | | Common types of complaints are listed below. If it is not listed below, use the space provided to tell us what you are complaining about. | |
|  |  | It has taken more than 30 days to process the request and there was no extension of time. | | |
|  |  | The written decision letter states that a document does not exist. | | |
|  |  | The written decision letter states a document cannot be located or is missing. | | |
|  |  | The agency has not complied with the [FOI Professional Standards](https://ovic.vic.gov.au/freedom-of-information/resources-for-agencies/professional-standards/). | | |
|  |  | Other: | | Click or tap here to enter text. |

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|  | What other information can you tell us about your complaint? | |
|  | Information with solid fill | If you have further information about your complaint, please insert it here. This might include:   * When did you make your request? * If you complained to the agency or Minister, what response did you receive? * Has there been any other communication between you and the agency or Minister that you can provide us? * If documents are missing or cannot be located, what are they and how do you know they exist? * If you think the agency has not conducted adequate searches, do you have any information that would assist the agency find the documents you are seeking? * Is there any other background information that would assist us to resolve your complaint? |
|  | Click or tap here to enter text. | |

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|  | What would you like the agency or Minister to do to resolve your complaint? | |
|  | Information with solid fill | This could be to make a decision on your request, provide an explanation, undertake additional searches, or an apology.  Please note we cannot make an agency or Minister do something or take a particular action if they do not agree or have a differing view or opinion. |
|  | Click or tap here to enter text. | |

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|  | Are you making this complaint on someone’s behalf or as a representative? | | |
|  | Information with solid fill | | For example, you are someone’s lawyer or advocate. |
|  |  | No – Skip to question 12. | |
|  |  | Yes – Continue to question 10. | |

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|  | Who do you represent? | | | | |
|  | Information with solid fill | These are the details of the person you are acting for or represent. | | | |
|  | Title: | | Click or tap here to enter text. | | |
|  | First Name: | | Click or tap here to enter text. | | |
|  | Last Name: | | Click or tap here to enter text. | | |
|  | Organisation (if applicable): | | | | Click or tap here to enter text. |
|  | Your relationship: | | | Click or tap here to enter text. | |

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|  | Do you have authority to represent or act for this person? | | |
|  | Information with solid fill | | You must have authority and consent from the person listed above act on their behalf. We may request evidence of your authority to act, including evidence of your identity. |
|  |  | I confirm I have authority to act for the person named above. I have their consent to receive and disclose their information and authority to resolve, finalise, or close this complaint. | |

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|  | What is your name? | | |
|  | Title: | Click or tap here to enter text. | |
|  | First Name: | Click or tap here to enter text. | |
|  | Last Name: | Click or tap here to enter text. | |
|  | Organisation (if applicable): | | Click or tap here to enter text. |

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|  | How can we contact you? | | |
|  | Information with solid fill | Please provide a phone number and either an email or postal address. | |
|  | Phone: | | Click or tap here to enter text. |
|  | Email: | | Click or tap here to enter text. |
|  | Post: | | Click or tap here to enter text. |

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|  | What supporting information or documents are you attaching to this complaint? | | | |
|  | Information with solid fill | | Please attach any relevant information or documents that supports your complaint. | |
|  |  | A copy of the request that was made to the agency or Minister. | | |
|  |  | A copy of the agency or Minister’s decision letter. | | |
|  |  | Correspondence sent to and from the agency or Minister. | | |
|  |  | Other: | | Click or tap here to enter text. |

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|  | Declaration | | |
|  | Information with solid fill | | Please confirm the following declarations. |
|  |  | To the best of my knowledge, the information provided on this form, including any attachments, is true and accurate. | |
|  |  | I understand that there are penalties and offences for providing false or misleading information to OVIC. | |