

Privacy Complaint Form



PRIVACY NOTICE: Rockhampton Regional Council is collecting the personal information you supply on this form to investigate and conciliate your privacy complaint. Council is authorised to do this under Section 164 of the IP Act. This information may be given to the respondent and, if necessary, to others who have information relevant to resolving your complaint. In case of a challenge to a decision by Council, we may need to disclose this information to the Office of the Information Commissioner or to the Queensland Civil and Administrative Tribunal (QCAT). Your personal details will not be disclosed to any other person or agency external to Council without your consent unless required or authorised by law.

Enquiries: 1300 22 55 77
Address: PO Box 1860
Rockhampton Qld 4700
Email: enquiries@rrc.qld.gov.au

This form is to assist you in making a complaint about the handling of your personal information by Rockhampton Regional Council under the *Information Privacy Act 2009 - QLD (IP Act)*.

Please complete this form if you are complaining about a breach of your privacy or you are complaining about a breach of somebody else's privacy on their behalf. Please note the IP Act only applies to the information of a living individual.

This form is optional; however, it is important that you include all the information requested as far as it relates to you. If you need more space to complete this form, simply attach additional pages.

If you are unsure about anything, please call Rockhampton Regional Council during office hours on 1300 22 55 77 to speak with a Customer Service Officer or email your questions to enquiries@rrc.qld.gov.au.

Information about our complaint handling process can be accessed via Council's - [Policies and Procedures](#)

COMPLAINANT DETAILS (About You – the Complainant)

| | |
|--|--|
| Title (Miss/Mr/Mrs/Ms/Dr) | |
| First Name | |
| Surname | |
| Postal address | |
| Daytime telephone number | |
| E-mail address | |
| What is your preferred method of contact? | |

MAKING THIS COMPLAINT FOR SOMEONE ELSE?

(Section 196 of the Act permits a parent to act on behalf of their child and an agent to act on behalf of a person to the extent of their authorisation.)

Are you making this complaint for someone else?

Yes

No

Name of the person who you are making the complaint for

COMPLAINT DETAILS

The Respondent – who you are complaining about

Have you complained to the respondent?

Yes

No

When did you become aware that your privacy had been breached?

How do you believe your privacy has been breached?

Describe your complaint including dates, names and specific details where possible

Your complaint cont.

Your complaint cont.

How would you like to see your complaint resolved?

What action would you like the respondent to take to resolve your complaint?

| | |
|---|--|
| Have you taken this complaint to another agency or organisation? | <input type="checkbox"/> No <input type="checkbox"/> Yes Please provide details and copies of relevant documents |
| Name of agency/organisation | |
| Date of complaint | |
| Is it dealing with your complaint? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

| DOCUMENTS | |
|--|--|
| Please provide copies (not originals) of any documents that may help us to investigate your complaint (eg any correspondence or records of conversations you have had with the respondent, including their letter of reply) | Please list any attached documents supporting your complaint |
| Please sign and date this form | Signature Date: / / |

HOW DO I SUBMIT THIS FORM?

There are a number of ways you can submit this form:

By hand Rockhampton Regional Council
Rockhampton office - City Hall, Bolsover Street
Yeppoon office – Anzac Parade
Gracemere office – Ranger Street
Mount Morgan office – Hill Street

By post Rockhampton Regional Council
PO Box 1860, Rockhampton Qld 4700

By fax 1300 22 55 79

By email enquiries@rrc.qld.gov.au

If you have difficulty completing or submitting this form, please call our Customer Service Centre on 1300 22 55 77.

WHAT HAPPENS NEXT?

We aim to acknowledge receipt of your complaint within five business days of receiving it.

Provided you have supplied all the relevant information, we will then undertake initial enquiries and assist the parties to come to a resolution of the complaint.