Privacy Complaint Form

Privacy and Responsible Information Sharing Act (WA) 2024, Division 9

City of Belmont

Details of Complainant			
A complainant can be an individual or group of individuals. ***(Note: If more room is needed please attach an extra page)***			
Family Name:		**Given Names:**	
Phone:		**Email:**	
Name of Organisation/ Business:			
☐ **Anonymous**	If a privacy complaint is made anonymously, it may be dismissed or not investigated due to insufficient information provided on the form, as the City will be unable to seek clarification. Please ensure the details of the complaint are thoroughly described. **NOTE:** Anonymous complaints cannot receive updates on their complaint.		

Applying on behalf of the complainant			
Details of person applying on behalf of another, such as a group of individuals, a child or an individual with a disability			
Family Name:		**Given Names:**	
Phone:		**Email:**	
Name of Organisation/ Business:			

Details of Complaint				
Examples of details for a complaint: what personal information was affected, what happened, how did the complainant find out about the alleged interference, what harm was caused…				
I am lodging a privacy complaint in relation to:				
Specify date range if applicable:	From:		To:	

Resolution
What do you think the City should do to resolve the issue? Detail below:

Preferred form of contact		
While the final resolution of a complaint will be emailed, please indicate your preferred method of contact for the rest of the process		
☐ **Telephone conversation**	☐ **In person**	☐ **Electronic copy (email)**

Claim and Declaration			
I declare that all the details provided are true and correct.			
Applicants Signature:		**Date:**	

Notes for Complainant

1. Please provide sufficient information to enable the matter to be investigated thoroughly.
2. The City of Belmont may request photographic proof of identity when applying, depending on the nature of the complaint.
3. Your application will be dealt with as soon as practicable and, in any case, you will be contacted within 5 days of lodging your complaint.
4. If the complaint process will take longer than 30 days the complainant will be kept up to date with the progress of the complaint no less than every 30 days until resolution.
5. If you are seeking to lodge a complaint on behalf of another person, written authorisation will be required if they are over 18 years of age, or proof of relationship as parent/guardian if under 18 years of age, or proof that a parent/guardian has chosen you to represent the child.
6. If you are seeking to lodge a complaint on behalf of an individual with a disability, written authorisation by that individual is required from the individual or their guardian.

NOTE: The Information Commissioner may approve another individual to act on behalf of a child or individual with a disability.

Additional Information

For advice and further information on the Privacy Complaint process refer to the City of Belmont Information Statement or contact the City's Privacy & Information Sharing Officer on (08) 9477 7222, or view the City's website at www.belmont.wa.gov.au.
For general information or advice on Privacy Complaints you can also contact the Office of the Information Commissioner on (08) 6551 7888, email: info@foi.wa.gov.au, or see their website at www.foi.wa.gov.au

Applications can be lodged:

In person, at	**By post, addressed to**	**Emailed to**
City of Belmont Civic Centre 215 Wright St CLOVERDALE WA 6105	The Chief Executive Officer City of Belmont Locked Bag 379 CLOVERDALE WA 6985	belmont@belmont.wa.gov.au

Privacy

The City of Belmont is collecting your personal information to investigate your privacy complaint. We will not share your information without your written consent, except with the Office of the Information Commissioner during a review, or where required by law. This collection is authorised under the *Privacy and Responsible Information Sharing Act 2024 (WA)*.
If you do not provide the requested information, we may be unable to process or respond to your complaint.
For more information or to access your personal information, contact us on (08) 9477 7222 or email belmont@belmont.wa.gov.au