

# MBS Privacy Procedure Forms

## Form 4: Lodging a Complaint about the Handling of Personal Information



### Privacy Policy Complaint Form

#### **Office of The Dean and Director**

Melbourne Business School  
200 Leicester Street  
Carlton  
Victoria 3053  
Telephone: +61 3 9349 8125  
Fax: +61 3 9349 8224  
Email: [p.king@mbs.unimelb.edu.au](mailto:p.king@mbs.unimelb.edu.au)

This form may be used to lodge a complaint with the Melbourne Business School about the handling of your personal information under the Privacy Amendment (Private Sector) Act 2000 (Commonwealth).

You can only lodge a complaint about the mishandling of your own personal information and not about someone else's personal information.

Although use of this form is optional its completion would assist us in collecting the relevant information in order to investigate and resolve your complaint. If more space is needed, please attach additional pages.

If you prefer not to use this form, would you please provide all the required and relevant information about your complaint in some other legible form of your choice, such as in a letter, addressed to the Melbourne Business School at the address noted at the top of this form.

#### **PRIVACY STATEMENT:**

*You have the right to lodge a complaint about the mishandling of personal information concerning you held by the Melbourne Business School, and, you may do so by completing this form. Please note that in completing this form you are supplying the School with personal information about yourself. The School needs this information in order to process your complaint.*

*The information you provide will be supplied to the relevant Departments within the School that need this information in order for the School to process your complaint.*

*The supply of this information by you is voluntary. However, should you not supply the information, or only part of it, you should be aware that the School will not be able to process your complaint.*

#### **YOUR DETAILS:**

**Full name:** \_\_\_\_\_

**Staff/Student No.:** \_\_\_\_\_

Contact Telephone No. During Business Hours \_\_\_\_\_

Your Postal Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

**YOUR COMPLAINT?**

**How do you believe your privacy has been breached?** Please provide a brief description of the events and/or conduct which you allege were an interference with your privacy by describing what happened, where it happened (for example, which department or office of the School) and when it happened (please be as specific as you can, providing dates if known).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Individual(s) involved (if known).** Please provide names, position titles, department etc (if known).

\_\_\_\_\_  
\_\_\_\_\_

**When did you become aware of the event/s and/or conduct you are complaining about?**

\_\_\_\_\_  
\_\_\_\_\_

**How have the event/s and/or conduct you are complaining about affected you and/or another person?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**What would you like the Melbourne Business School to do about the event/s and/or conduct you are complaining about?**

\_\_\_\_\_  
\_\_\_\_\_

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**Have you raised this complaint in any way (by formally reporting it or informally mentioning it) with anyone at the Melbourne Business School?**  
(Please provide details.)

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I understand that in accordance with Section 16A of the Privacy Amendment (Private Sector) Act 2000, the Melbourne Business School is bound by the National Privacy Principles in relation to personal information that relates to the individual.

I understand that, in accordance with Section 40(1) of the Privacy Act 1988 I can lodge my complaint with the Federal Privacy Commissioner.

I understand that if I am not satisfied with the Melbourne Business School's response to my complaint, or if sixty days has passed without a response from the School to my written complaint, I can lodge my complaint with The Federal Privacy Commissioner (Phone 1300 363 992 for assistance).

**PLEASE NOTE:** Because email is not a fully secure medium the Melbourne Business School does not encourage the lodgment of complaints by email.

**Signature of Applicant:** \_\_\_\_\_

**Dated:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_