



Privacy Complaint Form

You can use this form to lodge a privacy complaint with Monivae College.

Monivae College will respond to your complaint within 30 days.

A complaint under the *Privacy Act 1988* (Cth) must be submitted in writing, either via this form, an email, by fax or in a letter. Please refer to our contact details on the Monivae College website.

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If Monivae College makes inquiries into or investigates your complaint, we will usually disclose the information you give us, including a copy of your complaint to the relevant parties to your complaint.

We may also disclose your information to others who have information relevant to your complaint, if necessary.

Please confirm that we may need to disclose your personal information:

I understand that the School may need to disclose my personal information

What will be do with your information?

We will use the information you have provided to assess your complaint, conduct the investigation and conciliate.

What information will we collect?

We may need to collect further information from you in order to investigate your complaint. If you do not provide this information to Monivae College, it may affect how we handle your complaint. In some circumstances, it may mean we decide not to investigate your complaint further.

Assessing your information

If you would like access to the information that Monivae College holds about you, or have questions about the personal information we collect and how we handle your information please contact us via the below details:

principal@monivae.vic.edu.au
(03) 5551 1200
133 Ballarat Road,
Hamilton, VIC, 3300

Completed privacy complaint forms are to be sent to principal@monivae.vic.edu.au or in a sealed envelope marked:

CONFIDENTIAL
C/O Principal
PO Box 423, Hamilton, VIC, 3300

About You – the Complainant

First Name

Last Name

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Preferred contact method (you must provide at least one contact method)

Phone

Email

--	--

Address line 1

--

Address line 2

--

Suburb/City

City

Postcode

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Previous Dealings

Have you ever lodged a complaint or enquiry with the School before?

Yes

No

The Respondent – who you are complaining about

Organisation Name:

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Name of individual(s) involved (if known)

--

Have you taken this complaint to another dispute resolution body?

Yes

No

If No, go to the **Your Complaint** section below

If Yes:

Name of the dispute resolution body you have taken this complaint to:

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Your Complaint

Please describe how you think your privacy has been interfered with.

It will assist us if you can explain:

- What happened

Warning – Uncontrolled when printed! The current version of this document is kept on the Monivae College website.

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Authorised by: Directors	Version:1.0	CRICOS Provider Number: 00617M	

- When it happened (including dates)
- What personal information of yours was affected
- Who did it (include names of individuals involved if known)
- How and when you found out about it.

The clearer your explanation is the more easily we will be able to assist you. Please feel free to attach additional information.

Description of complaint:

Resolution

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

The School generally tries to resolve complaints through conciliation between you and the respondent. Refer to the Monivae College Privacy Policy for further information.

Resolution Actions:

Supporting information

You may attach relevant information that supports the complaint. For **all** complaints, please attach any correspondence with the respondent about the privacy complaint.

Acknowledgement - Please sign and date this form

_____ **Signature** _____ **Date**

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_____ **Date complaint received** _____ **by Staff Member Name**

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