

Freedom of Information Making a complaint

Fact sheet

If you are not satisfied with the way that the department processed your freedom of information request, you may lodge a complaint with the Freedom of Information Commissioner (the Commissioner).

Types of Complaints

The Commissioner can investigate actions taken by agencies in processing requests.

Examples include:

- if the department advises you that the documents cannot be located or that the documents do not exist
- if you feel that the department's response to a freedom of information request has been unreasonably delayed beyond the statutory 45 day time period.

Timeframe for making a complaint

A complaint must be made within 60 days of the action or conduct which is the subject of the complaint.

How to make a complaint

Complaints must be made in writing and addressed to:

Freedom of Information Commissioner
Office of the Freedom of Information Commissioner
PO Box 24274
Melbourne Victoria 3001
Phone: 1300 842 364
enquiries@foicommissioner.vic.gov.au

Complaint application forms are available on the Commissioner's website: www.foicommissioner.vic.gov.au

To receive this publication in an accessible format phone (03) 9096 8449, using the National Relay Service 13 36 77 if required, or email foi@dhhs.vic.gov.au

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