



## Information Act: Complaints

**Introduction** The purpose of the Northern Territory *Information Act* (the Act) is to provide for public access to information held by the public sector, to provide for the correction of personal information held by the public sector, to provide for the responsible collection and handling of personal information by the public sector, to promote appropriate records and archives management in the public sector, and for related purposes.

The Act gives a person the right to make a complaint if:

- the person thinks personal information has been mishandled; or
- the person thinks that their privacy has somehow been compromised.

This policy outlines how to make a complaint and explains the complaint process generally.

**When is a complaint made?** A person aggrieved by a decision of a public sector organisation on an application for review may make a complaint to the Information Commissioner about the decision.

A person is not entitled to make a complaint unless the person has requested the public sector organisation to resolve or rectify the matter complained of; and has not received a response or is not satisfied with the response received.

**Form of complaint** A complaint is to:

1. be in writing in a form approved by the Information Commissioner;
2. specify the name of the complainant;
3. specify the respondent;
4. identify the decision and the application for review on which the decision was made;
5. identify the matter complained of;
6. set out details of the attempts made by the person to have the organisation resolve or rectify that matter and the outcomes of those attempts;
7. set out the reasons for making the complaint;
8. specify an address to which correspondence regarding the complaint may be sent to the complainant.

## Further rights of complaint

### External Review

Requests for a review should be made in writing directly to the Information Commissioner on approved forms available from the Office of the Information Commissioner.

### Appeal to the Supreme Court

The *Information Act* provides that a person aggrieved by a decision of the Information Commissioner under the Act may appeal to the Supreme Court on a question of law only. The Supreme Court may make orders and give directions that the court considers appropriate in dealing with an appeal.

## Contact details

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