

Complaint Form – Information Privacy

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Use this form to make a complaint about how your personal information has been handled by the Office of Industrial Relations.

Privacy notice

The Office of Industrial Relations (OIR) is collecting your name, contact details and any other information you provide for the purpose of responding to or addressing your complaint. The Information Privacy Act 2009 (QLD) authorises us to collect this information. Your personal information may be disclosed to other people or agencies, including the Office of the Information Commissioner and the Queensland Civil and Administrative Tribunal, but only for the purpose of dealing with your complaint. It will otherwise not be used or disclosed without your consent or unless authorised or required by law. The OIR may be unable to adequately address, assess, investigate or provide you with an outcome to your complaint if you do not provide this information.

Your personal information and the personal information of any third parties you provide will be handled in accordance with the *Information Privacy Act 2009* (Qld), and the [OIR Privacy Policy](#) explains how we handle personal information and our privacy obligations, including the contact details for the OIR Privacy team and how you can access and amend your information.

What is a privacy complaint?

An information privacy complaint is a complaint about how the Office of Industrial Relations has not complied with its privacy obligations when dealing with your personal information.

Personal information is defined as:

Personal information means information or an opinion about an identified individual or an individual who is reasonably identifiable from the information or opinion– whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.

Who can make a Complaint?

You can make a complaint yourself about how the Office of Industrial Relations has handled your own personal information. You may be asked to provide proof of your identity so we can deal with your complaint.

Complaints can also be made by:

- parents on behalf of their child who is under 18 years
- someone you authorise to act for you, like a family member or lawyer.

If you ask someone to act for you then we will need evidence of your identity and the person who is acting for you, as well as an authority signed by you authorising the other person to act on your behalf.

When can I make a complaint?

A Complaint should be made within 12 months after you became aware of the matter so, depending on the circumstances, complaints made outside this time may not be accepted.

Need help or advice about your Complaint?

Our Privacy team is available during office hours to discuss your privacy concerns and help you make a Complaint. They can be contacted by emailing privacy@oir.qld.gov.au.

1. Complainant's details			
Given name(s):		Family name:	
Address:			
Email:			
Daytime telephone:		Other telephone:	
Preferred method of communication	Phone	Email	Post

2. Complainant's authorised representative's details (complete only if relevant)			
If you are acting for someone else, you must provide evidence of your authority to act, evidence of your identity and evidence of the complainant's identity.			
Given name(s):		Family name:	
Organisation:			
Address:			
Email:			
In what capacity are you authorised to act for the complainant?			
<div> <div>Parent of a child under 18 years</div> <div>Guardian</div> <div>Legal representative</div> <div>Family member</div> </div>			
Other (please specify):			

3. How has your privacy been breached?	
Please describe how you think OIR has breached your privacy. We need to know what the personal information is, what happened, when the incident occurred, who was involved and how you believe your privacy was breached.	
What is the personal information you believe OIR has not handled properly?	
When did you become aware of the incident?	
Which of the Queensland Privacy Principles (QPPs) do you think might be relevant to this complaint?	
QPP 1	Open and transparent management of personal information
QPP 2	Dealing anonymously and pseudonymously with an agency
QPP 3	Collection of solicited personal information
QPP 4	Dealing with unsolicited personal information
QPP 5	Informing people when collecting personal information
QPP 6	Use or disclosure of personal information
QPP 10	Quality and accuracy of personal information
QPP 11	Security, identification and destruction of personal information
QPP 12	Access to personal information
QPP 13	Correction of personal information
Other	

What do you think happened?

Who do you think was responsible?

Where did it happen?

4. What impact has this had on you?

5. What outcome are you seeking?

6. Possible Privacy Breach

Is there any immediate action you think OIR should take to ensure that any potential privacy breach is contained?

7. Supporting documents

Please provide copies of any documents that you think might help us investigate your complaint (for example, letters or emails).

8. Submitting this form

You may submit your Complaint form:

By email: privacy@oir.qld.gov.au

By post: Office of Industrial Relations
Right to Information and Privacy Unit
GPO Box 69, Brisbane Qld 4001

In person: Addressed to the RTI and Privacy Unit
Marked '**Confidential**'
OIR office [Office locations](#) | [Office of Industrial Relations \(oir.qld.gov.au\)](#)

6. Signature and declaration

I declare that:

the information provided in this form is complete and correct

I have read the privacy notice

I have attached any documents required for the purpose of this application (e.g. evidence of identity, authorisation to act on another person's behalf).

Applicant's signature
(or signature of authorised
representative)

Date:



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