



Department of **Local Government,**
Industry Regulation and Safety

Privacy Complaint Handling

Procedure

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1. About this procedure

The Department of Local Government, Industry Regulation and Safety (LGIRS) is committed to handling your personal information responsibly and meeting our obligations under the [Privacy and Responsible Information Sharing Act 2024](#) (PRIS Act).

This procedure explains how you can make a privacy complaint and outlines the process we will follow to assess, investigate and respond to your complaint.

2. Scope

The majority of the substantive privacy provisions of the *Privacy and Responsible Information Sharing Act 2024* (PRIS Act) will commence on 1 July 2026. This will include the Information Privacy Principles (IPPs) which regulate the handling of personal information, and in some cases de-identified information.

From 1 July 2026 certain obligations (including certain IPPs) will apply to personal information and de-identified information collected before and after 1 July 2026. Other obligations will only apply to personal information collected after 1 July 2026. To understand how the IPPs and a number of other substantive provisions contained in the PRIS Act apply to personal and de-identified information collected before and after 1 July 2026 please refer to this [Office of the Information Commissioner guide](#).

This procedure does not apply to requests for access to, or correction of, personal information held by us.

3. Before you make a complaint

We can only investigate privacy complaints relating to our own acts or practices in the handling of personal information. Please ensure your complaint relates to these matters and falls within the scope of this procedure. You may also wish to refer to the IPPs¹ for guidance on appropriate handling of personal information.

4. How to make a privacy complaint

If you believe we have not handled your personal information in accordance with the IPPs, you can make a privacy complaint. To assist you, we provide a [privacy complaint form](#) that you can complete and submit using the following contact details.

¹ [Office of the Information Commissioner – Information Privacy Principles Summary](#)

via email	pris@lgirs.wa.gov.au
via post	PRIS Consultant Department of Local Government, Industry Regulation and Safety Locked Bag 14 Cloisters Square WA 6850
In person	Department of Local Government, Industry Regulation and Safety Mineral House, 100 Plain Street East Perth WA 6004

4.1 Anonymous complaints

We will accept anonymous privacy complaints. However, if you do not provide your identity or contact details, it may limit our ability to fully investigate the matter, and we will not be able to provide you with a response. In some circumstances, it may mean we decide not to investigate your complaint further.

5. Can you make a complaint on someone's behalf?

We will generally only accept complaints made by the individual directly affected, or by a person who is authorised to act on their behalf.

If you are making a complaint on behalf of someone else, you will be required to provide a copy of the person's written authority for you to act on their behalf. You must attach the [privacy complaint authorised representative form](#), with the privacy complaint form, to enable us to communicate with the right person.

This helps ensure that personal information is managed appropriately and only disclosed where authorised.

6. What happens after you submit a complaint?

We will carefully review your complaint to understand the issues raised. This may include:

- examining relevant records and systems;
- contacting relevant third parties, including contracted service providers if applicable (refer to section 7); and
- assessing whether your personal information has been handled in accordance with our privacy obligations.

Once the investigation is complete, we will provide you with a written response. This response will explain:

- the outcome of the investigation;
- whether any issues or breaches were identified; and
- any actions taken or proposed in response to your complaint.

7. Third parties

In some cases, we may need to contact third parties as part of investigating your privacy complaint. This may include other relevant parties that form part of the complaint, including contracted service providers if applicable.

To properly investigate your complaint, it may be necessary to share:

- details of your complaint;
- relevant information about the issue; and
- your identity (where required).

If you prefer that your identity is not disclosed to third parties, you should let us know when you lodge your complaint.

However, please be aware that limiting the information we can share may affect our ability to fully investigate the matter. In some cases, this may mean we are unable to resolve your complaint or provide a complete outcome.

8. Timeframes

We will acknowledge your privacy complaint within five business days of receiving it.

The time it takes to investigate and respond to your complaint will depend on the nature and complexity of the issues involved. In most cases, we aim to provide you with a written outcome within 30 business days.

If we expect the investigation to take longer than this, we will keep you informed and provide updates on the progress of your complaint.

9. If you are not satisfied with the outcome

If you are not satisfied with the outcome of your complaint, you can contact the Office of the Information Commissioner (OIC) to make a complaint. More information about how to do this is available on the [OIC website](#).

You should raise your complaint with us, however you can then lodge your complaint with the OIC if:

- you are not satisfied with our response; or
- you have not received a response within a reasonable timeframe.

The OIC can only investigate privacy complaints about acts or practices that took place on or after 1 July 2026.

When making a complaint to the OIC, you may be asked to provide details of your complaint to us and the response you received.

10. Support and accessibility

We are committed to ensuring that the privacy complaints process is accessible and easy to use for all individuals.

If you need assistance making a privacy complaint, we can provide support to help you understand the process and prepare your complaint. This may include helping you provide the required information or guiding you through the steps involved.

We can accept complaints in a range of formats, including email, post and assisted lodgement where required. If you have specific needs or require additional support, please let us know and we will work with you to ensure you can access the process.

11. Definitions²

Personal information

Under the PRIS Act, personal information is "information or an opinion, whether true or not, and whether recorded in a material form or not, that relates to an individual, whether living or dead, whose identity is apparent or can reasonably be ascertained from the information or opinion".

It includes name, date of birth, address, contact information, location information, unique identifiers (e.g. drivers licence number or IP address), information that relates to features specific to an individual's physical, genetic, cultural or behavioural identity. It can include information based on inferences made about an individual (e.g. predictions of behaviour).

This list is not exhaustive. The full definition of personal information is in section 4 of the PRIS Act.

Sensitive personal information

Sensitive personal information is a type of personal information. It includes information that relates to an individual's racial or ethnic origin, gender identity, sexual orientation, political opinions and associations, religious beliefs, membership of a political, professional or trade association or trade union, or criminal record. It includes health, genetic or genomic and biometric information.

This list is not exhaustive. The full definition of sensitive personal information is in section 4 of the PRIS Act.

² [Office of the Information Commissioner - What is personal information under the PRIS Act](#)