



Department of Justice and Community Safety

Information Integrity & Access

Freedom of Information
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11 January 2019

Our ref: CMS 64679
BC/19/503

Garth via Right to Know

E-mail: foi+request-5119-e6f3ac98@righttoknow.org.au

Dear Garth

Freedom of Information

I refer to your request for documents under the *Freedom of Information Act 1982* (the FOI Act), received in this office on 22 November 2018, in which you sought access to:

I am seeking to be provided information on the number of official complaints lodged with your department about FIND Sports in the calendar years;
2016
2017
2018

The company trades as under ABN: 72072364231

Clarification of terms of request required

The department needs further information to identify the documents you seek.

Section 17 of the FOI Act requires an applicant to make a clear request so the department can identify the documents sought. If a request is unclear, the department cannot process it.

I seek further advice as to what you mean by 'official complaints lodged'.

When individuals contact Consumer Affairs Victoria (CAV) with queries or complaints about an organisation this is recorded in CAV's system. However, CAV only categorises matters as 'formal complaints' where there may be a breach of legislation and/or further action is required.

I intend on interpreting your request to capture those matters that CAV has categorised as formal complaints. Please advise if this interpretation is not correct.

I advise that CAV reports on formal complaints (i.e. official complaints) that are of public interest and CAV's compliance activity in its Annual Report - www.consumer.vic.gov.au/annual-report/.

You may wish to peruse CAV's annual report in the first instance and then advise if you wish to proceed with your FOI request.

If you do choose to proceed with your application, please amend or clarify your request so that the department is able to process it.

If the department does not receive your response within 28 days of the date of this letter, it will take no further action on your request.

If you have any queries, please contact this office by telephone on (03) 8684 0063, or by writing to the mailing address shown at the top of this letter or by email to – foi@justice.vic.gov.au.

Yours sincerely



Abel Yap
Freedom of Information Officer