

# Freedom of Information Complaints

## Factsheet

If you are not satisfied with the way that the department processed your freedom of information request, you may lodge a complaint with the Office of the Victorian 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 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:

Victorian Information Commissioner  
Office of the Victorian Information Commissioner  
PO Box 24274  
Melbourne Victoria 3001  
Phone: 1300 006 842  
[enquiries@ovic.vic.gov.au](mailto:enquiries@ovic.vic.gov.au)

Complaint application forms are available on the Commissioner's website: [www.ovic.vic.gov.au](http://www.ovic.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@health.vic.gov.au](mailto:email_foi@health.vic.gov.au)

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