

Schedule of documents – Freedom of information request no. [FOIREQ22/00272](#)

Document no.	Page no.	Date	No. of pages	Description	Decision on access	Exemption
Privacy - Determinations Line Area						
1	1	26/11/20	4	Operational policy for the management of external complaints about the behaviour of OAIC employees or contractors	Release in full	N/A
FOI Group – Regulatory						
2	5	30/9/21	5	External complaints about OAIC employees or contractors	Release in full	N/A
3	10	February 2021	9	Guidance for staff on dealing with privacy complaints against OAIC	Release in full	N/A
4	19	3/2/22 – 9/5/22	2	Emails between OAIC employees. Contains a suggested template for acknowledging a service complaint	Release in full	N/A
Privacy – Early Resolution Line Area						
5	21	February 2021	9	Guidance for staff on dealing with privacy complaints against OAIC	Release in full	N/A
6	30	26/11/20, updated 30/9/21	4	External complaints about OAIC employees or contractors	Release in full	N/A
7	34	26/11/20	8	Operational policy for the management of external complaints about the behaviour of OAIC employees or contractors	Release in full	N/A
8	42	26/11/20, updated	9	Operational policy for the management of breaches of the APS Code of Conduct by OAIC employees	Release in full	N/A

		30/9/21				
9	51	Undated	2	OAIC Service charter (from OAIC Website)	Release in full	N/A
FOI Group – Investigations						
10	53	April 2021	13	Overview of investigation process	Release in full	N/A
11	66	Undated	6	FOI Complaints step by step guide	Release in full	N/A
12	72	April 2021, updated March 2022	2	FOI Complaints: Transfer to Ombudsman	Release in full	N/A
13	74	3/3/22	5	OAIC/ OCO transfer process	Release in part	s 47F, s 47E(d)
14	79	Document created 7/10/22	2	Section 86 Notice on Completion Steps	Release in full	N/A
15	81	Document created 7/10/22	5	Evidence matrix	Release in full	N/A