



Getting started

About this form

The Office of the Australian Information Commissioner can investigate complaints about the conduct of Australian Government agencies making decisions under the *Freedom of Information Act 1982* (FOI Act). You can use this form to lodge a complaint.

Complaints usually focus on how an agency has handled your FOI request or complied with other obligations under the FOI Act. Further information about the FOI complaints process (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/>) is available on our website.

The OAIC encourages you to lodge your complaint with the agency, before lodging your complaint with us.

The OAIC does not investigate FOI complaints that relate to Ministers or complaints about State, Territory or local government agencies.

Making a complaint is a separate process from applying for an Information Commissioner review of an FOI decision made by an agency. Further information about Information Commissioner reviews (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>) is available on our website.

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Further information about the difference between FOI complaints and IC reviews (<https://www.oaic.gov.au/freedom-of-information/frequently-asked-questions/what-is-the-difference-between-a-complaint-and-an-application-for-review-of-an-freedom-of-information-decision/>) is available on our website.

When you lodge a complaint with us, we will assess it to determine whether it would be more appropriately handled as an IC review. We will let you know if we decide to treat your complaint as an IC review.

If you have trouble completing this form please send an email to FOIDR@oaic.gov.au or call our enquiries line on 1300 363 992.

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles.

If you have any questions about the personal information we collect and how we will handle your information, please contact the OAIC or see our privacy policy (<http://www.oaic.gov.au/privacy-policy-summary>) available on our website.

Before you start

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What happens to your application?

The OAIC will assess the information you have provided and decide the appropriate next steps. We will then contact you. You can also contact us in writing, by FOIDR@oaic.gov.au, fax, phone or in person by visiting our office at Level 3, 175 Pitt St, Sydney NSW 2000.

Your details - the complainant

Previous dealings

If you have lodged a complaint or enquiry with the OAIC before, please provide your previous reference number (for example, CP18/00000 or EN18/00000).

Your details

Title

s22

Given name *

s22

Family name *

s22

Name of organisation

s22

Preferred contact method *(you must provide at least one contact method)* *

Email

Phone

Post

Other

Email address *

s22

Phone (daytime)

s22

Mobile

Postal address

Start typing full address here..

Other contact details *(eg. fax or international address)*

Hi Sir/Madam.

My name is s22
I was recently defrauded, I had money stolen from me to purchase a s22 Ultra
and paid \$1000 via the online s22 Paid \$1000, and I purchased via s22 I
looked up their address seemed legitimate so did the online – platform via s22 sent an
invoice and sent my details and I found out after an email asking for a tracking number that they did
not exist, I called the store. s22
Purchase was made on the s22 As per the receipt below.

s22

s22/Tablet

Alright we have receive your details and as soon as you place your order you will receive a delivery
tracking code and invoice before shipping

Enter
s22

Account name: s22

Do you require any assistance to participate in the FOI complaint process?

For example: an interpreter. Please detail below.

Your representatives details

Do you have someone you would like to represent you in your complaint *

Yes	No
-----	----

Complaint details

Agency information

Please select the Australian Government agency which is the subject of your FOI complaint *

- ☐ Administrative Appeals Tribunal
- ☐ Attorney-General's Department
- ☐ Australian Federal Police
- ☒ Australian Securities and Investments Commission
- ☐ Australian Taxation Office
- ☐ Australian Transaction Reports and Analysis Centre (AUSTRAC)
- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Other

Previous contact with agency

Please provide any FOI reference number(s) if available

Do not provide tax file numbers or other confidential account-type numbers

Please provide a summary of the current status of the FOI Request that has led to this complaint *

Hi Sir/Madam.

My name is s22
I was recently defrauded, I had money stolen from me to purchase a s22
and paid s22 via the online s22 Paid s22 and I purchased via s22
s22 I looked up their address seemed legitimate so did the online – platform via s22
sent an invoice and sent my details and I found out after an email asking for a tracking number
that they did not exist, I called the store. s22
Purchase was made on the s22. As per the receipt below.
s22

s22

s22

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

s22

[REDACTED]

s22

[REDACTED]

s22

[REDACTED]

s22

[REDACTED]

s22

s22

Complaint Details

Have you complained directly to the relevant agency? *

Yes

No

Did you receive a response from the agency? *

Yes

No

You should wait for the agency to respond to your complaint before making a complaint to us.

You may wish to make an FOI complaint to us if you are unsatisfied with the agency's response to your complaint or you consider that the agency has had adequate time to deal with your complaint but you have not received a response.

Please contact us at FOIDR@oaic.gov.au or on 1300 363 992 if you would like to discuss further.

However, if you would like to make a complaint at this time, please continue to complete the form.

Please provide a summary of your complaint *

Hi Sir/Madam.

My name is s22
I was recently defrauded. I had money stolen from me to purchase a s22
s22 and paid s22 via the online s22. Paid s22, and I
purchased via s22. I looked up their address seemed legitimate so did the
online – platform via s22 sent an invoice and sent my details and I found
out after an email asking for a tracking number that they did not exist, I called the store.
s22
Purchase was made on s22. As per the receipt below.
s22

s22

[REDACTED]

[REDACTED]

[REDACTED]

s22

[REDACTED]

[REDACTED]

s22

[REDACTED]

[REDACTED]

s22

[REDACTED]

s22

s22

The Information Commissioner can make recommendations to the agency that the Commissioner believes the agency ought to implement as a result of a complaint. Information about the possible outcomes following an investigation of an FOI complaint (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-11-complaints-and-investigations/#completing-an-investigation>) can be found on our website.

The FOI complaint process cannot provide access to the documents you have requested. The Information Commissioner review process (<https://www.oaic.gov.au/freedom-of-information/foi-guidelines/part-10-review-by-the-information-commissioner/>) will ordinarily be more appropriate where the outcome you are seeking is access to the documents you requested.

What action or result would you like from the Information Commissioner? *

Refund - chase them up get money back charge s22 and shut them down notify s22 and warn people

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Your details - the complainant

Previous dealings

If you have lodged a complaint or enquiry with the OAIC before, please provide your previous reference number (for example, *CP18/00000* or *EN18/00000*).

Your details

Title

Given name *

Family name *

Name of organisation

Preferred contact method *(you must provide at least one contact method)* *

Email	Phone	Post	Other
-------	-------	------	-------

Email address *

Phone (daytime)

Mobile

Address line 1

Address line 2

Suburb

State

Postcode

Other contact details *(eg. fax or international address)*

Do you require any assistance to participate in the FOI complaint process?

For example: an interpreter. Please detail below.

Your representatives details

Do you have someone you would like to represent you in your complaint *

Yes	No
-----	----

Complaint details

Agency information

Please select the Australian Government agency which is the subject of your FOI complaint *

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- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☒ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☐ Other

Previous contact with agency

Please provide any FOI reference number(s) if available

Do not provide tax file numbers or other confidential account-type numbers

Please provide a summary of the current status of the FOI Request that has led to this complaint *

Contacted by email on s22, in writing formal request for any and all documents held by s22 s22 I regards toy use of their services and in conjunction with a complaint lodges at the same time, as yet no for.al response has been received and what documents where surrendered are false misleading statements and I have requested them amended. no response has been received. Furthermore a request was made of s22 and s22 on s22 has claimed no responsibility and forwarded it to s22 who has claimed no responsibility and forwarded it to s22, the outcome to that request is due on s22 as I refused the extension s22 s22 s22

Complaint Details

Have you complained directly to the relevant agency? *

Yes

No

Did you receive a response from the agency? *

Yes

No

You should wait for the agency to respond to your complaint before making a complaint to us.

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Please provide a summary of your complaint *

s22 has failed to respond in fair time to the request of s22 and as such is in violation of the FOI act, s22. failed to provide and respond to requests for documents held by them, s22 s22

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What action or result would you like from the Information Commissioner? *

The documents I have requested in full in unedited and in printed form not digital, legal actions taken against those parties involved

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Reference Code: CY4NMRTX

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State

Postcode

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- ☐ Comcare
- ☐ Department of Defence
- ☐ Department of the Environment and Energy
- ☐ Department of Health
- ☐ Department of Home Affairs
- ☐ Department of Human Services
- ☐ Department of Veterans' Affairs
- ☐ Immigration Assessment Authority
- ☐ National Disability Insurance Agency
- ☒ Other

Other Australian Government Agency *

Victoria Police

Previous contact with agency

Please provide any FOI reference number(s) if available

Do not provide tax file numbers or other confidential account-type numbers

s22

Please provide a summary of the current status of the FOI Request that has led to this complaint *

I have been waiting 7 months for a response. The initial correspondence noted that it would take 22 weeks to reply. That time has passed. I emailed foi@police.vic.gov.au. I received a response stated, "continued delays", feel free to lodge a complaint.

I have followed the process and paid the fee. I am expecting the documents I have requested for legal purposes.

Complaint Details

Have you complained directly to the relevant agency? *

Yes

No

Did you receive a response from the agency? *

Yes

No

Please provide a copy of the agency's response with this form and explain why you are not satisfied with the response *

Due to the current COVID-19 pandemic, this office is experiencing considerable delays in responding to requests and correspondence. We strongly suggest making your request online (via the link below) or sending any correspondence to this email address (foi@police.vic.gov.au).

Online link:

<https://online.foi.vic.gov.au/foi/request.doj>

If your enquiry is regarding the progress of a submitted request, please note this office is currently experiencing a significant increase in workload. As a result, there are delays in completing requests which is on average 27 weeks after the due date.

We are endeavouring to process requests in order of receipt. This office will therefore not be responding to individual queries regarding delays in order to facilitate the processing of requests.

Please note you have the right to complain to the Office of the Victorian Information Commissioner (OVIC) if you are concerned with the delay. OVIC can be contacted by email at enquiries@ovic.vic.gov.au

We appreciate your understanding during this time.

Freedom of Information Division
Governance and Assurance Department | Victoria Police
address: 311 Spencer Street, Docklands VIC 3008 DX: 210096

Please provide a summary of your complaint *

I was the respondent s22 . s22
I am trying to collect as much documentation as I can. I would like all documentation the Police have in regarding this matter. Documentation that contains what reason the Police had to s22 s22

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What action or result would you like from the Information Commissioner? *

I would like a copy of the Affidavit s22 . Any documentation describing s22 s22

Supporting documents

You can submit documents in support of your complaint by using the **Upload File** button below. *

*Files you attach **must**:*

- be in *.jpg, *.gif, *.png, *.pdf, *.doc, *.docx, *.txt, *.xls, *.xlsx format
- be no more than five files
- in total be no larger than 20MB.

s22



FOI application.pdf



Submission

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Australian Government

Office of the Australian Information Commissioner

Enquiry Form

Reference Code: WFN9HFGF

About this form

You can use this form for **general enquiries** about the roles and functions of the Office of the Australian Information Commissioner (OAIC) and the laws it regulates.

Your enquiry

Details of your enquiry *

Hi

I was the respondent to s22 application. s22

I am trying to collect as much documentation as I can.

If you have contacted us before on this matter, please provide your original reference number

Do you require a response from OAIC? *

Yes

No

Supporting information

You may also attach other relevant information that supports your application.

Do you have any electronic document that you want to send electronically with this form?

Yes

No

Your details

You can use a pseudonym

Title

s22

Given name *

s22

Family name *

s22

Preferred Contact Method *

Email

Phone

Post

Other

Email Address *

s22

Phone (daytime)

Include area code

Mobile

s22

Postal address

s22

Other contact details (eg. fax or international address)

Your personal information

We will handle your personal information in accordance with the Australian Privacy Principles (<https://www.oaic.gov.au/privacy/australian-privacy-principles/>).

What will we do with your information?

We will use the information you have provided to handle your enquiry.

What information will we collect?

We may need to collect further information from you in order to handle your enquiry. If you do not provide this information to the OAIC, it may affect how we handle your enquiry. In some circumstances, it may mean we are not able to handle your enquiry.

Accessing your information

If you would like to access information that the OAIC holds about you, please contact our enquiries line at enquiries.gov.au. You can also find more information on the Access our information (<https://www.oaic.gov.au/about-us/access-our-information/>) page on our website.

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