



Privacy Complaint Form
 (To be read in conjunction with Korowa’s Privacy Policy)

Korowa respects the privacy of the members of its community. Korowa collects personal information in the course of its normal operations and for the purpose of providing high quality education to students and ensuring Korowa effectively discharges its duty of care to all students, staff and members of the Korowa community. Personal Information will be used in a responsible manner that complies with the Australian Privacy Principles contained in the Commonwealth Privacy Act 1988. In relation to health records, the School is also bound by the Health Privacy Principles which are contained in the Health Records Act 2001 (Vic) (Health Records Act).

If you believe that Korowa has not protected your privacy and wish to make a complaint, please complete the below information and return the form Korowa using the details below.

We will use the information you have provided to assess your complaint, conduct an investigation and provide our response.

Your personal information (provided in this form) will be used and stored in accordance with Korowa’s Privacy Policy.

Please send the completed form to Korowa by:

Post	Email	In person
The Principal 10-16 Ranfurlie Cres. Glen Iris, Melbourne, VIC Australia 3146	reception@korowa.vic.edu.au	10-16 Ranfurlie Cres. Glen Iris, Melbourne, VIC Australia 3146

Your Details

Name: Mr. / Mrs. / Miss /Ms. / Dr

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

Email Phone Post Mobile phone Other

Phone
 (daytime).....

Mobile.....

Email

Postal Address.....

..... Postcode

Other contact details (eg. Fax or international address).....

Your Complaint

Please describe how you think your privacy has been affected.

It will assist us if you can explain:

- What happened eg:
 - you were not provided access to your personal information on request;
 - your personal information was not updated as per your request;
 - your personal information was disclosed and/or used for a purpose other than that for which it was collected;
 - your personal information is not reasonably secure;
 - any other situation you may believe has impacted on your privacy
- When it happened (including dates)
- What personal information of yours was affected?
- How and when you found out about it

Please provide as much detailed information as possible as this will assist us in assessing and resolving your complaint.

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Supporting documents

Please attach any information and/or documents you may have to support your complaint and/or provide more information to allow us to investigate.

Resolution

What action would you like Korowa to take to resolve your complaint? This assists Korowa in resolving complaints in a fair and reasonable way within a reasonable time frame.

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Next Steps

Korowa takes the resolution of complaints very seriously and as such this matter will be given our urgent attention.

Please note that if you are not happy with the response that Korowa provides you may take your complaint to the Officer of the Australian Information Commissioner <http://www.oaic.gov.au/>

Please sign and date this form

Signature:Date /..... /.....