

131-1 Information Privacy Complaints Procedure

Purpose

1. Community College Gippsland (CCG) and ECG Secondary College respects the privacy of all staff, students and clients and is committed to protecting any personal information provided in the course of business. All confidential information related to the business of CCG and of its staff, students and clients must be protected from disclosure to any outside party, unless authorised by the Chief Executive Officer.
2. ECG Secondary College will be referred to as CCG for the purpose of this procedure.
3. If an individual feels that CCG has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. CCG encourages individuals to discuss the situation with the CCG representative in the first instance, before making a complaint.

The complaints handling process is as follows:

4. The individual should make the complaint including as much detail about the issue as possible, in writing to:

The Executive Manager Governance and Risk
Community College Gippsland

info@ccg.asn.au

PO Box 249, WARRAGUL, VIC, 3820

5. CCG will investigate the circumstances included in the complaint and respond to the individual as soon as possible (and within 30 calendar days) regarding its findings and actions following this investigation.
6. Should after considering this response, if the individual is still not satisfied, they may escalate their complaint directly to the Information Commissioner for investigation:

Office of the Australian Information Commissioner

www.oaic.gov.au

Phone: 1300 363 992

When investigating a complaint, the OAIC will initially attempt to conciliate the complaint, before considering the exercise of other complaint resolution powers.

7. Alternatively, if the complaint relates to a non-privacy matter, or should individuals choose to do so, a complaint may also be lodged with the Victorian Registration Qualifications Authority (VRQA) complaints handling service for complaints against RTOs:

Victorian Registration Qualifications Authority

vrqa@education.vic.gov.au / www.vrqa.vic.gov.au

Phone: +61 3 9637 2806

GPO Box 2317, MELBOURNE VIC 3001

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