

Complaint handling – The Art of Balance

**Presentation to Conciliation and Public Sector Dispute
Resolution Symposium**

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information and
privacy commission
new south wales

Today's presentation



Complaint Handling – The Art of Balance

Resolving the unresolvable through:

- Complaint definition
- Effective communication
- Expectation setting
- Rights and responsibilities.



The Information and Privacy Commission NSW



information
and privacy
commission
new south wales

The IPC is an independent integrity agency that supports the Information Commissioner and the Privacy Commissioner to oversight the NSW public sector in relation to privacy and information access laws.

Our functions:

- ✓ promotes and protects privacy and information access rights in NSW
- ✓ provides information, advice, assistance and training for agencies and individuals on privacy and access matters
- ✓ **investigates and conciliates complaints relating to public sector agencies, health service providers (both public and private) and some large organisations that deal with health information**
- ✓ provides feedback about the legislation and relevant developments in the law and technology.
- ✓ Receives and reports on eligible data breach notifications.

The Information and Privacy Commission NSW

Our jurisdiction and who we regulate



**NSW
government
departments
and agencies**



**Local
councils**



Universities



**State-Owned
Corporations**



Ministers

In addition, other NSW public authorities and also private health service providers that collect, hold or use health information are also subject to the NSW privacy legislation.

IPC complaint functions

Complaint categories:

- External reviews
- Internal Reviews
- Complaints
- Corporate complaints
- Public Interest Disclosures

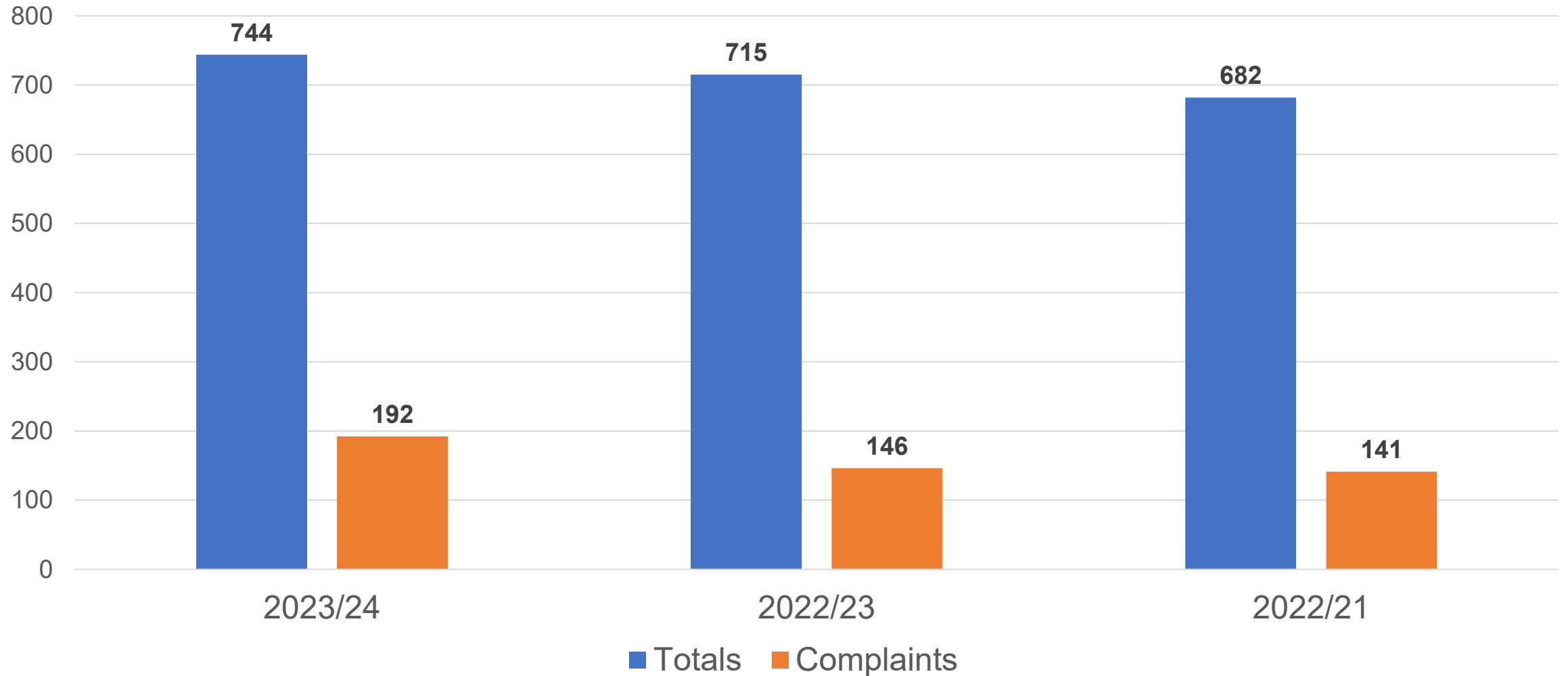


Nature of IPC complaints:

- Complaints about the action or inaction of an agency in exercising functions
- Alleged contraventions of the legislation
- Access to information, health records, charges and delays
- Broad based systemic complaints
- Our conduct or services

Looking at the data

IPC Complaints & Reviews



Balancing the Principles for complaint handling

- ❖ Define and confirm the issues
- ❖ Be clear about what you can and cannot do
- ❖ Provide the opportunity to be heard and fair treatment
- ❖ Ensure timely response and be responsive
- ❖ Avoid overly bureaucratic language
- ❖ Give reasons for our decisions
- ❖ Independence, Impartiality and Neutrality
- ❖ Address rights and responsibilities of all parties
- ❖ Communicate outcomes effectively with relevant information
- ❖ Honesty
- ❖ Complaint issue v personality
- ❖ Managing disappointment

Responsibilities

Rights

**Complaint
definition**

Expectations

**Effective
communication**



Questions?

IPC Resources



- [What the IPC can and can not do](#)
- [Privacy Statement of Jurisdiction](#)
- [IPC Service Charter](#)
- [IPC Unreasonable Client Conduct Policy](#)
- [Making a privacy complaint about an agency](#)
- [Privacy Commissioners right of Appearance](#)
- [IPC's Regulatory Priorities](#)
- [IPC's Regulatory Framework](#)
- [About the IPCs functions](#)

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