

# ***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

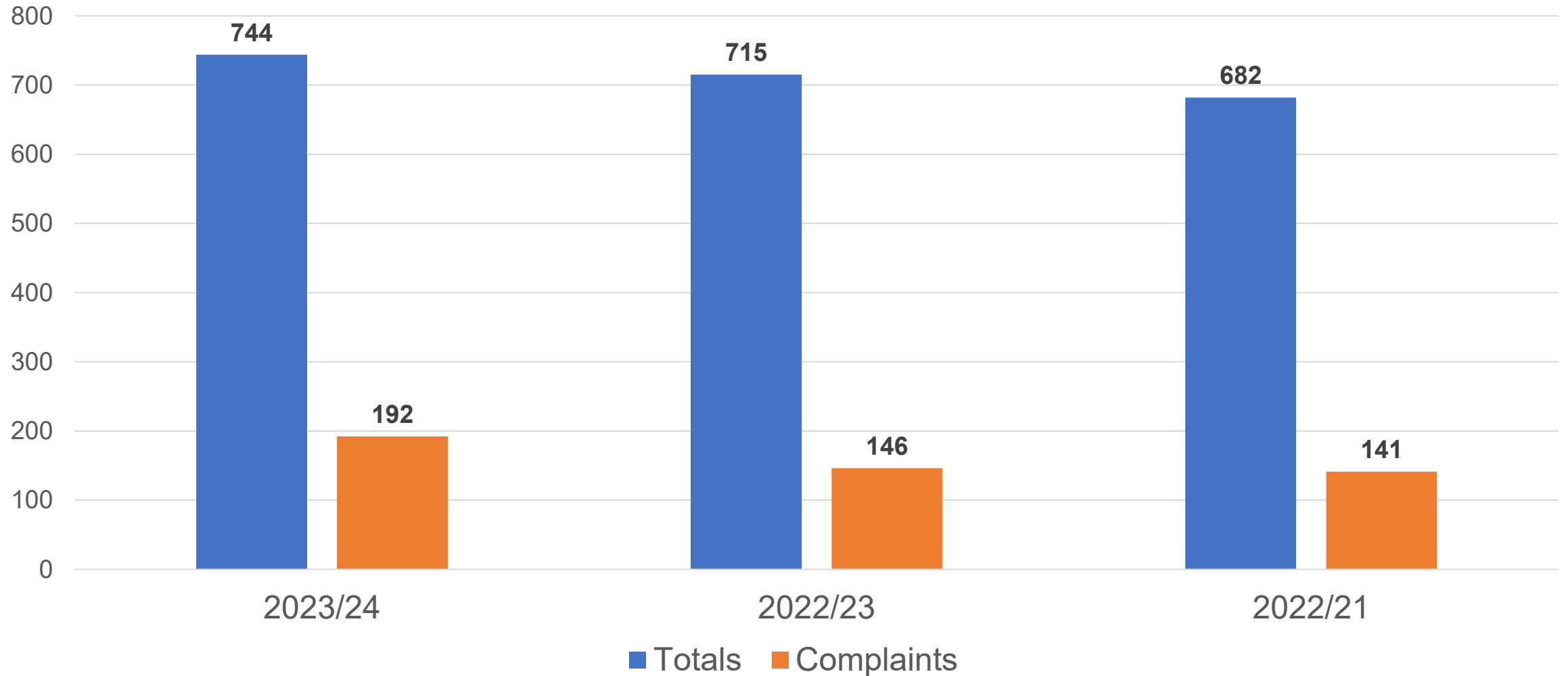


## Nature of IPC complaints:

- 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](#)

# Connect with us



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