

How to handle a privacy complaint

1

Acknowledge the complaint

Do this as quickly as possible.

You should provide:

- your understanding of the issue
- who will look into the complaint
- timeframes
- regular updates.

2

Listen to the complainant

- You can ask questions to understand the complainant's main issues.
- Understand what harm they have suffered such as loss of benefit, and/or emotional harm.

3

Investigate the issues raised by the complainant

- Has one of the privacy principles been breached?
- What systems do you have in place to investigate the complaint?
- Is it a one off issue or a systemic issue?

4

Try to resolve the issue

- Proactively work with the complainant to resolve the issue.
- Understand what they want to resolve the issue and consider what your agency is able to do to reasonably resolve the matter.

5

Rebuild the relationship

Consider how to rebuild the relationship following a complaints process:

- What steps can you put in place to provide reassurance to the complainant going forward?