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| Conservation Regulator  Complaint Form |

Use this form to make a complaint to the Conservation Regulator about the behaviour or conduct of Conservation Regulator staff.

## Part 1: Your contact details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| First name | | |  | Family name | | |
|  | | |  |  | | |
| Street address | | | | | | |
|  | | | | | | |
| City/Suburb/Town | | | | |  | Postcode |
|  | | | | |  |  |
| Phone/mobile | | |  | Email | | |
|  | | |  |  | | |
| Preferred contact method | | Phone  Email | | | | |
|  | I want to remain anonymous.  You can submit a complaint anonymously, however, ensure you provide as much detail as possible. If you provide insufficient information, we may not be able to assess your complaint. | | | | | |

### Are you submitting this complaint on behalf of someone else?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Yes – Fill in the information below. | | | | | |
|  | No – Go to Part 2. | | | | | |
| What is your relationship to the person you are making the complaint for? | | | |  | | |
| **Details for the person you are making the complaint for:** | | | | | | |
| First name | |  | Family name | | | |
|  | |  |  | | | |
| Street address | | | | | | |
|  | | | | | | |
| City/Suburb/Town | | | | |  | Postcode |
|  | | | | |  |  |
| Phone/mobile | |  | Email | | | |
|  | |  |  | | | |

\*Required information

## Part 2: Complaint details

|  |  |  |
| --- | --- | --- |
| Date\* and time of incident |  | Location of incident\* |
|  |  |  |
| Name of Conservation Regulator staff member (if known) | | |
|  | | |
| Details of your complaint\* | | |
|  | | |
| How has this decision impacted you?\* | | |
|  | | |
|  | | |
| How would you like your complaint resolved?\*  For example, an explanation of the behaviour and an apology from the staff member. | | |
|  | | |

## Part 3 – Other information

Do you have other information or supporting documents you would like to provide?\*

|  |  |
| --- | --- |
| Yes | Please email other relevant documents or information to [cr.internalreview@deeca.vic.gov.au](mailto:cr.internalreview@deeca.vic.gov.au) using your first and family name in the Subject. |
| No | Go to Part 4 |

## Part 4: Privacy collection statement

The Department of Energy, Environment, and Climate Action (DEECA) is committed to protecting personal information provided by you or a third party in this form in accordance with the privacy principles in the *Privacy and Data Protection Act 2014* (Vic). It will only be used or disclosed to appropriate Ministerial, Statutory Authority, or departmental staff in regard to the purpose for which it was provided, unless required or authorised by law. It will only be used or disclosed to appropriate Ministerial, Statutory Authority, or departmental staff in regard to the purpose for which it was provided, unless required or authorized by law. Enquiries about access to information about you held by the Department should be directed to [foi.unit@deeca.vic.gov.au](mailto:foi.unit@deeca.vic.gov.au) or FOI Unit, Department of Energy, Environment and Climate Action, PO Box 500, East Melbourne, Victoria 8002**.**

## Part 5: Submission

|  |  |  |  |
| --- | --- | --- | --- |
|  | I confirm that the information provided in this form is true and correct.\* | | |
|  | |  |  |
| **Signature of person submitting request** | |  | **Date**\* |

Submit your complaint and any supporting information via:

email to: [cr.internalreview@deeca.vic.gov.au](mailto:cr.internalreview@deeca.vic.gov.au) or

mail it to: Conservation Regulator Internal Review Unit

Department of Energy, Environment and Climate Action

PO Box 500

East Melbourne, Victoria 8002