

Complaint Form

Use this form to make a complaint about a State Government department or agency, a local government or a university.

For information on what you can and cannot complain about go to [‘How to make a complaint’](#) or contact us on (08) 9220 7555 or 1800 117 000 (free from landlines) for assistance.

The information you provide will only be used for the purpose of assessing and investigating your complaint.

Entries marked with * must be completed.

Who your complaint is about

What State Government department or agency, local government or university are you complaining about?

Office of the Information Commissioner (OIC)

Your Contact Details

Please provide us with your contact details below. Please note that your name and address must be provided in order to submit your complaint.

Surname: *

Liu

Given Name(s): *

Hanyu

Title: Ms ▼

Other Title (please specify):

Pronouns: she/her/hers ▼

Your email address: *

helloluna520@gmail.com

Street / Postal Address: *



Suburb: *



State: WA ▼

Post Code: *



Home Telephone:

Mobile Telephone:



Representative's Contact Details

If you want someone to represent you regarding your complaint, please give us their contact details below.

Surname:

Given Name(s):

Title:

Other Title (please specify):

Pronouns:

Email address:

Street/Postal Address:

Suburb:

State:

Post Code:

Home Telephone:

Mobile Telephone:

Do you require help to access our services?

Do you have an ongoing disability that means you require assistance to access our services?

Yes ☐ No ☒

If yes, please tell us how we can assist you:

Do you need a translator?

Yes ☐ No ☒ If yes, please tell us what language you require:

How did you find out about the Ombudsman?

Please choose an option from the list below:

Referred by agency ☐

Legal / other adviser ☒

Community Group ☐

Member of Parliament ☐

Ombudsman Regional Visit ☐

Ombudsman brochure ☐

Ombudsman website ☐

Friend / relative ☐

Internet search ☐

Phone book ☐

TV ☐

Radio ☐

Newspaper ☐Other ☐ please specify : **Tell us about your complaint****Tell us what you think has gone wrong and when it happened. If possible, provide us with the names of the people involved. ***

This is a complaint of systemic maladministration against the Office of the Information Commissioner (OIC). The issue is ongoing, but was confirmed in writing on 17-18 September 2025.

The complaint concerns the OIC's institutional procedures (or lack thereof), for which the Information Commissioner is ultimately accountable.

Specific problems are:

1. Unreasonable and Indefinite Delay: In a letter dated 17 July 2025, the OIC (signed by then Acting Commissioner, [REDACTED]) accepted my external review (F2025236) but stated that no timeframe could be provided. This indefinite delay renders the statutory right of review effectively meaningless.
2. Absence of a Transparent Triage Policy: In an email dated 18 September 2025, the OIC confirmed it operates a discretionary, non-chronological system for allocating cases, and further admitted:
 "There is no specific written policy document outlining assignment criteria that I can provide to you."
 This admission of a procedural "black box" undermines administrative fairness and accountability.
3. Accountability Deadlock: As your office stated in Ref: E2025/05048, the Ombudsman will not investigate my substantive complaint against DPIRD until the OIC completes its process. The OIC's indefinite delay therefore blocks the Ombudsman's jurisdiction, creating a complete accountability vacuum.

Supporting documentation:

Attachment 1: OIC acceptance letter and ER application

Attachment 2: Clarification request and OIC written reply (18 Sep 2025)

Attachment 3: Ombudsman correspondence Ref: E2025/05048

Have you made a complaint to the agency you are complaining about?*Yes ☒ No ☐**If yes, what happened and when did you contact them? If you can, please include the name of any person in the agency you have dealt with, and any agency reference.***

Yes. I raised these issues with the OIC in an email on 18 September 2025 (attached).

That email was answered by [REDACTED] Acting Senior Review and Investigations Officer, in his capacity as an OIC representative. The reference number for my external review is F2025236.

In his reply of 18 September 2025 (attached), [REDACTED] confirmed on behalf of the OIC that no written policy exists and provided no solution to the procedural deadlock.

This demonstrated that the matter could not be resolved directly with the OIC, necessitating this complaint to the Ombudsman.

What do you think should be done to resolve the problem? *

This is a systemic issue that requires systemic remedies. I request that the Ombudsman:

1. Conduct a formal investigation into the OIC's case management and allocation procedures.
2. Issue a formal recommendation that the OIC must develop, publish, and implement a fair, transparent, and written policy for the triage and allocation of external review cases.
3. Formally determine that the OIC's indefinite delay in case F2025236 is an unreasonable procedural barrier which obstructs the Ombudsman's jurisdiction. On that basis, I request that the Ombudsman exercise its discretion to commence its investigation into my original complaint against DPIRD (Ref: E2025/05048) without further delay.

Supporting documentation

If you want to send a relevant document, you can attach a document to this form or send it by post, email or fax: I am attaching a document(s) to this form ☒

Send this file: OIC acceptan...pplication.pdf

Send this file: Clarification r... Sep 2025).pdf

Send this file: Ombudsman ...02505048.pdf

Do you need to send us more than three documents? Yes ☐ No ☒

If you need to attach more than three documents, please send your additional documents by email to mail@ombudsman.wa.gov.au and tell us in your email that you have submitted a complaint online. I will be sending relevant documents that support my complaint by:

Post ☐ Email ☒ Fax ☐

Other information about you

By filling in this information, you will be helping us ensure our services are available to all of the Western Australian community. The personal information you provide is confidential to our office. Any information we release will only identify groups to analyse access by different members within the community. The analysis will not provide any information about individuals.

While we would appreciate your responses, you are not required to fill in this part of the form.

Date of birth:

Which gender do you identify as?

Male ☐ Female ☒ Non-binary ☐ Prefer not to say ☐

Which country were you born in?

Are you of Aboriginal or Torres Strait Islander origin?

No ☒ Yes ☐

What is the primary language spoken at home?

English ☐
Indigenous Australian ☐

Other ☒ please specify:

Do you have an ongoing disability?

No ☒ Yes ☐

If yes, please indicate what your disability involves:


- Sight ☐
Speech ☐
Hearing ☐
Learning ☐
Use of hands / arms ☐
Use of feet / legs ☐
Long term medical, physical or mental condition ☐

Other ☐

please specify:

Submit your complaint

Before you click Submit:

- Please check that the details are correct before submitting your complaint.
- You will not receive a copy of your complaint after submission. If you would like a copy, before clicking Submit click [Print page](#)  (you can then use "Print to PDF" or "Save as PDF" to save a copy).
- If you have not provided mandatory information, you will receive an error message and can use the back button/arrow on your Internet Browser to return to this page.

To clear all information, click on the 'Reset' button.

If you are satisfied with your submission, click on the 'Submit' button to send us your complaint.