



Making a complaint about public administration

If you think someone in public administration has acted inappropriately, you can make a formal complaint to our office.

Who is a public officer?

Public administration relates to managing and delivering public services and infrastructure. This means areas like health, education, roads, law and order, and local councils.

If someone is considered a 'public officer' this means they work in public administration. This could mean someone working for:

a South Australian government department (like SA Health, the Department for Education or Department for Correctional Services)

another agency (like the Courts Administration Authority, SACE Board or TAFE SA)

a statutory authority

a South Australian university

your local council.

How can I make a complaint?

Make a complaint to the OPI



MAIL this complaint form free of charge to the **Office for Public Integrity, Reply Paid 85880, Adelaide SA 5001**



ONLINE by completing the online form at **www.publicintegrity.sa.gov.au**



PHONE the **OPI** on **1300 782 489** (country callers can phone for the cost of a local call)



EMAIL the **OPI** at **admin@opi.sa.gov.au**



IN PERSON: Visit the OPI on **Level 1, 101 Grenfell Street, Adelaide** (via appointment only).

Your complaint about public administration

1

AGENCY / AUTHORITY NAME

What is the name of the agency or authority you want to complain about?

If you do not know, enter "not known"

2

NAME

What are the names and positions of the person you wish to make a complaint about?

If you do not know, enter "not known"

POSITION

ID OR BADGE NUMBER

3

Describe the conduct that you want to register a complaint about.

Attach additional sheets to this document if required.

DATE

TIME

When did the conduct occur?

If you do not know, enter "not known"

Where did the conduct occur?

Street name, suburb, landmark.

LOCATION / STREET ADDRESS

OTHER DETAILS (LANDMARKS)

How did you become aware of the conduct?

When did you become aware of the conduct?

Describe any other circumstances, people or details which are relevant to your complaint

Attach additional sheets to this document if required

Do you have any documents to provide alongside your complaint?

YES

NO

Have you reported this matter to another agency or authority?

YES

NO



About you

Please provide your details

You can remain anonymous but we ask that you share your contact details with us so we can follow up if we need more information.

TITLE

GIVEN NAMES

SURNAME

TELEPHONE NUMBER

EMAIL ADDRESS

STREET ADDRESS

Are you a public officer?

YES

NO

JOB TITLE

NAME OF YOUR AGENCY OR AUTHORITY

Are you reporting on your own behalf or as part of your role?

OWN MY OWN BEHALF

AS PART OF MY ROLE

5

Do you consent to your personal details being provided to another agency or authority?

We may need to contact another agency or authority to seek further information about the matter. We may also decide to refer the matter to another agency or authority for further action. This may include the agency or authority involved. While we endeavor to respect your wishes wherever possible, in some circumstances it may be necessary for your identity and contact details to be disclosed to an external agency for the purpose of dealing with the matter appropriately.

YES

NO

Thank you for lodging your complaint with the OPI.

We will now assess your complaint and make a decision about what to do next.

If you have provided your contact details, our office will contact you to inform you of the outcome of your complaint.

Please be aware that the Independent Commission Against Corruption Act 2012 provides penalties for publishing certain types of information including information tending to suggest that a particular person is or may be the subject of a complaint, report or an investigation.

More information

COMPLAINTS LINE

☎ 1300 782 489

Cost of a local call for country callers

✉ REPLY PAID 85880
ADELAIDE SA 5000

📡 ONLINE COMPLAINT
www.publicintegrity.sa.gov.au