



FREEDOM OF INFORMATION INTERNAL AND EXTERNAL REVIEWS

1. Internal Review

If you are dissatisfied or aggrieved by a decision of the Department regarding access to documents or amendment of personal information, you can apply to the Department for an internal review of its decision.

To apply for an internal review you can write a letter or fill in the [Internal Review Application](#) form. The application needs to be lodged **within 30 days** of receiving written notice of the Department's initial decision.

You will need to provide details of the decision you wish to have reviewed and include an address in Australia to which the notice can be sent.

Postal Address:

Freedom of Information Coordinator
Department of Commerce
Locked Bag 14
Cloisters Square
PERTH WA 6850

Note: There is no right to an internal review of a decision made by a Minister or the Director General of the Department.

2. External Review by the Information Commissioner

If, after an internal review has been completed, you are still dissatisfied with the Department's decision, you can make a complaint to the Information Commissioner.

The Information Commissioner may also allow a complaint to be made even though an internal review has not been sought or has not been completed if you can show that there are good reasons why you should not apply for an internal review or why an internal review should not be completed.

A complaint must be made by letter to the Information Commissioner. The letter must give details of the decision to which the complaint relates and give an address in Australia to which notices can be sent.

If you are seeking access to documents or amendment of personal information, your complaint must be lodged **within 60 days** of receiving written notice of the Department's decision.

2. External Review by the Information Commissioner (continued)

Third Parties

If you are a third party to an application for access to personal, or commercial or business information concerning yourself, your complaint must be lodged **within 30 days** after being given written notice of the Department's decision.

As a general rule, each party to a complaint pays his/her own costs. However, the Information Commissioner may order a person to pay the costs of another party to a complaint in certain circumstances.

A complaint made against the Department's decision must be accompanied by a copy of the agency's decision in order to avoid delay in considering the complaint. This does not apply if the complaint is the result of the non-receipt of a decision.

Office Address

Office of the Information Commissioner
Albert Facey House
469 Wellington Street
PERTH WA 6000 ([entry off Forrest Place - see map](#))

Telephone: (618) 6551-7888
Country Callers: 1800-621-244 (from Western Australia only)
Facsimile: (618) 6551-7889

Postal Address

Office of the Information Commissioner
Albert Facey House
469 Wellington Street
PERTH WA 6000

3. Appeals to the Supreme Court

Any party to a complaint may appeal to the Supreme Court on any question of law arising out of a decision of the Information Commissioner, except for a decision as the deferral of access to a document, the charges to be imposed for dealing with an access application and the payment of a deposit on account of charges.

The procedures relating to appeals to the Supreme Court are established by the Court. If you wish to take your complaint to the Supreme Court, you should consult with a legal practitioner.