

ARBV Privacy Complaints Procedure

Who can complain?

You can complain if you believe there has been a breach of your privacy by ARBV, concerning the personal information we hold about you.

ARBV holds personal information about architects and exam candidates. Registered practising architects appear on the register, which is publicly available on our website through the search function. Some personal information is published in the register according to the requirements in the legislation (Architects Act 1991 and Architects Regulations 2004).

A complaint must be about an individual because information regarding companies and partnerships is not subject to the Information Privacy Act.

Where can you direct your complaint?

In the first instance, you are encouraged to contact ARBV directly. You can contact the ARBV office via phone (9417 4444), letter (Level 7, 372 Albert Street, East Melbourne 3002) or e-mail (registrar@arbv.vic.gov.au). If you write or e-mail, please attention your correspondence to the Privacy Officer.

If you are not satisfied with the response you receive from ARBV regarding your complaint, you can contact the Office of the Victorian Privacy Commissioner on phone 1300 666 444.

What information should I include in my complaint?

If you want to identify yourself, please include the following information in your complaint, to help us with our investigation of the matter:

1. Your name
2. Your registration number (if relevant)
3. Your e-mail address
4. The reason why you think your privacy has been breached
5. Any evidence or relevant information supporting your complaint
6. How the breach has affected you
7. What outcome are you seeking

You may remain anonymous if you wish and we will endeavour to deal with your complaint as best we can, but please be aware that this could affect our ability to adequately deal with the issue.

How your complaint will be handled

ARBV takes any privacy complaint seriously. If your complaint is legitimate and valid, we will endeavour to resolve the issue with you as quickly as possible. We want to find a solution as much as you.

We will assess your complaint to determine how and why the privacy breach occurred and take every action to ensure it is rectified and will not happen again.

We will work to resolve the issue with you in accordance with the Victorian Ombudsman Good Practice Guide to Complaint Handling for Victorian Public Sector Agencies. This means we will deal with your complaint in an efficient and timely manner, and will allow the complainant and respondent (ARBV) time to respond to any matters raised during the course of the investigation.