



Environment Protection Authority

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EPA FOI-23-42

Mr Ben Hood MLC

Parliament House

North Terrace

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Dear Mr Hood

I refer to your application under the *Freedom of Information Act 1991* (the FOI Act), received by the Environment Protection Authority (EPA) on 7 June 2023 for access to:

All documentation regarding your internal complaints process

On 13 June 2023 you amended the scope of your request to:

The latest copies of your internal complaint management policy for staff complaints and grievances, including procedure guides and reporting requirements.

The EPA does not have any reporting requirements relating to internal complaints other than that published by the Office of the Commissioner for Public Sector Employment on its website.

Determination

I have determined that the documents that fall within the scope of your application are those listed in the attached document schedule. I have considered each of the documents and have made the following determination.

I determine to:

- Grant full access to seven documents
- Refuse access to one document

I have refused access to Document 2 in accordance with Section 20(1)(b) of the FOI Act – Refusal of access. This document is available from the Office of the Commissioner for Public Sector Employment <https://www.publicsector.sa.gov.au/>

Right of Appeal

If you are dissatisfied with this determination you are entitled to apply for an internal review in accordance with Section 29 of the FOI Act. To make an internal review application, please either write a letter or send the attached form to the Chief Executive of the EPA, Dr Jon Gorvett PSM, within 30 (calendar) days after you receive this letter. Should you submit an application for an Internal Review, please include an application fee of \$40.75 or request a fee waiver.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents which you are given access, may be published in the EPA's disclosure log. A Copy of PC045 can be found at [PC045-Disclosure-Log-Policy.pdf \(dpc.sa.gov.au\)](#).

Should you have any queries in relation to this determination please contact Kathy Dean on 8204 2113 or email EPA.PublicRegister@sa.gov.au.

Yours sincerely

Erin Walker
Accredited Freedom of Information Officer
Principal Advisor – Office of the Chief Executive

ENVIRONMENT PROTECTION AUTHORITY

Date: 7/7/23