

# Liquor complaint

Please complete **Part 1** below and email to [LiquorCompliance.DITT@nt.gov.au](mailto:LiquorCompliance.DITT@nt.gov.au)

- Type your answers or use clear, printed writing.
- Attach extra documents if your answer/s don't fit into the space provided.
- If you need help with your application, call Licensing NT on 08 8999 1800 or email [LiquorComplaints.DITT@nt.gov.au](mailto:LiquorComplaints.DITT@nt.gov.au)

Fields marked with an asterisk (\*) are mandatory unless you choose to remain anonymous.

## Part 1 – Your personal information

I do not want to provide my personal details and choose to remain anonymous\* – Y / N  
if no, fill in below

Full name\*

Phone\*

Email\*

## Premises detail

Premises name or location/event\*

Premises address\*

## Description of incident (provide as much information as you can)

Time and date of incident\*

Please tell us what happened - attach extra page if you need to\*

Your signature\*

Date\*

**Part 2 – office use only^****Complaint on the approved form pursuant to section 160 (2)(a) of the *Liquor Act 2019***

<b>Inspector^</b>			
<b>Grounds for complaint - 160(1) of the <i>Liquor Act 2019</i>^</b>			
<b>Provision^</b>			
<b>List of evidence or materials in support of grounds existing to accept/refuse complaint^</b>			
<b>I declare the information I have provided above is true and correct and not intended to be false or misleading in either content or omission.</b>			
<b>Signature^</b>		<b>Date^</b>	

Part 3 - Office use only^		
Decision		
Name^		
Position^		
Decision^	Accepted / Not accepted	
If not accepted, select grounds for refusing to accept complaint – 161 of the <i>Liquor Act 2019</i> (mark X)^	a) the complaint is frivolous or vexatious	
	b) the complaint is trivial	
	c) the complaint is misconceived or lacking in substance	
	d) no grounds exist for the complaint	
	e) the complaint fails to disclose any conduct that contravenes, or is likely to contravene, this Act	
	f) action to deal with the complaint has little or no chance of success	
Comments or reasons for refusal^		
Signed^		Date^
Date decision sent to contact		

## Privacy statement

### For the complainant

You have been asked to provide personal information as part of this application. You do not have to provide us with your personal information but if you choose not to, we might not be able to accept or properly investigate your complaint.

We collect and use your personal information to process and manage this complaint under the *Liquor Act 2019*. We may share your information with the Liquor Commission, NT Police, Fire and Emergency Services and/or other authorities or people, but only if we are required or authorised by law to do so. We will also not use your personal information unless that use is required or authorised by law.

The information provided to us in the form of complaints is relevant to preventing, detecting, and investigating breaches of the *Liquor Act 2019*<sup>1</sup>, which we do as a law enforcement agency. As a law enforcement agency, we decide whether it is necessary to notify licensees of complaints made against them on a case by case basis. Please be aware that if we choose to accept and therefore investigate the complaint, we will usually notify the licensee in writing and give them a chance to respond, and they will become aware that you are the complainant.

You have a right to access the information we hold about you. To learn more about this, or if you would like to access or correct the information we hold about you or make a privacy complaint about us, go to the Department of Industry, Tourism and Trade website<sup>2</sup>.

To specifically discuss how your information is used and shared by Licensing NT, you can contact us on 08 8999 1800 or [LiquorComplaints.DITT@nt.gov.au](mailto:LiquorComplaints.DITT@nt.gov.au).

### Further information

Email your completed form to [LiquorComplaints.DITT@nt.gov.au](mailto:LiquorComplaints.DITT@nt.gov.au)

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<sup>1</sup> <https://legislation.nt.gov.au/en/Legislation/LIQUOR-ACT-2019>

<sup>2</sup> <https://industry.nt.gov.au/publications/corporate/privacy-policy>