**Terms of Use – Complaints lodgment**

Ratepayers Victoria will lodge your complaint with the relevant Council Authority.

Ratepayers Victoria will keep your information for statistical purposes, we will send you information from time to time, you can opt out at any time.

There is no fee for our service and the basis for the complaints system is to track complaints data for industry bodies and reporting. We will report de-identified data to the Ombudsman, The Victorian Auditor General Annually. We will also use collected data to gain industry insights and share them with the wider community and media. We will never publish identifying information from your lodged complaint. Your information will only be used by Ratepayers Victoria to lodge your complaint and send general information.

Should you have an enquiry or feedback you can contact us at [secretaryrpv@gmail.com](mailto:secretaryrpv@gmail.com)