**Complaints Form**

30 October 2013

This form is for use when lodging a complaint against the Association, its office bearers or executive collectively or severally, or any of its individual members for any purported breach of the ACAA’s Rules of Conduct, other ACAA polices and/or its and Articles of Association.

**Part A – Personal details (the complainant)**

Name:

Address:

City/Suburb: State: Post code:

**Contact numbers:**

Email:

Home: Business: Fax:

Mobile: TTY:

**Part B – Details of the respondent**

Name:

Company:

Postal address:

City/Suburb: State: Post code:

**Contact numbers:**

Email:

Home: Business: Fax:

Mobile: TTY:

If you are complaining about more than two people or organisations, please provide details for each of these people or organisations

**Part C – Summary of the complaint**

Please provide a brief summary of the complaint

(Insert additional lines/pages as required)

**Part D – Details of the complaint**

Please provide complete details of the complaint

*(Insert additional lines/pages as required)*

**Part D – Details of the complaint (continued)**

Please provide additional sheets as necessary

*(Insert additional pages as required)*

**Part D – Details of the complaint (continued)**

Please provide additional sheets as necessary

*(Insert additional lines/pages as required)*

**Part E – Supporting evidence**

Please provide a list of all documents relevant to the complaint and names of any witnesses to be used in support of your complaint. Attach copies of all documents and full names, addresses and contact details of witnesses.

*(Insert additional lines/pages as required)*

**Part E – Supporting evidence (continued)**

Please provide a list of all documents relevant to the complaint and names of any witnesses to be used in support of your complaint. Attach copies of all documents and full names, addresses and contact details of witnesses.

*(Insert additional lines/pages as required)*

**Part F – Has this complaint been reported to any other organisation for resolution?**

If yes, please provide details of the organisation, the dates involved, details of the complaint made, and any outcome from this action. Attach all correspondence relevant to that action.

*(Insert additional lines/pages as required)*

**Part G – Have you tried to resolve your complaint in any other way?**

If so, please give details:

*(Insert additional lines/pages as required)*

**When completed:**

**Signed**

**Dated**

***Please attach copies of all relevant documents and forward to:***

The Secretary, Association of Consultants in Access, Australia Inc. email: secretary@access.asn.au, or to Office Administrator at the address below.

Branding updated 30.3.2020 with the last sentence changed.