

GENERAL COMPLAINTS FORM

Complaint ID No.

(ARC use only)

Title:	
Family name:	
Given name:	
Organisation:	
Postal address:	
Contact number(s):	
Email:	

- 1. I wish to complain about (list only the main issues – you have the opportunity to provide more detail below):**

- 2. I am raising these issues because I'm hoping to receive:**

- 3. I raised my concerns with the staff member to seek a resolution and I understood their response to be:**

- 4. However I still believe that my concerns were not satisfactorily dealt with and I request that a senior officer investigate and report to me for the following reasons:**

5. In the space below, please tell us (a) the events that led to your complaint, (b) what you believe that the ARC did or did not do, and (c) the date of the conduct/issues that you are concerned about:

6. Attach copies of any relevant documents. Please list the documents that you have attached:

The officer considering your complaint is required to apply the principles of natural justice while they carry out their investigation. Natural justice involves informing the people being complained about of the allegations against them and then giving them the right to respond. Natural justice also requires that the investigating officer will approach your case without bias, will not have a personal interest in the outcome and will only take action based on evidence.

What this means is that we would normally send a copy of the complaint to the person being complained about and ask for their side of the story. If there is any reason why you do not want us to do this please tell us. If we are unable to send a copy to the person being complained about the matter may not go any further.

Can we send a copy of your complaint to the staff member you are complaining about? **Yes/No**

Declaration

I hereby declare that the above information is true and correct.

Name: _____

Signature: _____

Position: _____

Date: _____

Please return this form to:

Email: complaints@arc.gov.au

Mail: The Complaints Handling Officer
Australian Research Council
GPO Box 2702
CANBERRA ACT 2601