



# COMPLAINTS FORM

Please use this form to register a complaint with Forestry Australia

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The information provided through this form helps Forestry Australia to effectively respond to your complaint, decide what response is needed, and detect broader issues and risks for Forestry Australia. Refer to the [Complaints Guidance document](#) to assist you in completing this form.

In the form you will need to provide your basic personal details and details relevant to your complaint, including the names of individuals involved and a description of what your complaint pertains to.

We want to understand your concerns. Please use the questions below to help you to tell us about the issue. It will help us if you provide the information in a clear and factual manner. Use the spaces below to provide a short description of your complaint. Try to be as specific as possible and attach any relevant documents you have to this form.

If possible, please identify which standard and practice in Forestry Australia's Code of Conduct may be relevant to your complaint.

Forestry Australia manages your personal information carefully and in accordance with our Privacy Policy and relevant legislation. Follow this link to view our [Privacy Policy](#).

Forestry Australia has a Code of Conduct that all members are required to adhere to. Click [HERE](#) to view the [Code of Conduct](#).

## 1. Your Details

Title (Mr, Mrs, Dr etc.)                      Surname                                      Given Names

Street Address

Suburb    State                                      Postcode

Phone    Email

## 2. Your Complaint

### 2.1 Who are you making a complaint about?

Title (Mr, Mrs, Dr etc.)                      Surname                                      Given Names

Position/Organisation

Phone    Email

Is the person a Registered Forestry Professional (RFP)?                      Yes                      No                      Unsure

*Please note there is a separate complaints process and form for a person who is a Registered Forestry Professional. Contact Forestry Australia's Office to obtain the relevant documentation.*



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**2.2 Please provide details of your complaint** *(if there is insufficient room below, please submit a PDF or word document along with the completed details above)*

**2.2.1 Does this complaint relate to services rendered, or planned to be rendered?**

Yes

No

**2.2.1 Has this complaint been raised with the individual/s concerned?**

Yes

No

**2.2.1 Background or history to the complaint**

**2.2.2 Summary of the complaint**

**2.2.3 When did the conduct occur?**

**2.2.4 Key Standard(s) of *Forestry Australia - Code of Conduct* that is/are alleged to have been breached.**

Act with Integrity

Always provide a high standard of service

Treat others with respect

Take responsibility

Act in a way that promotes trust in the profession

Have regard for sustainability throughout your work

**2.2.5 How have the actions of the member affected you?**

**2.2.6 What is your preferred outcome?**



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I acknowledge that the complaints process has been fully explained to me and / or I have read all relevant information on the process and I am satisfied that I understand the process.

I understand that a copy of my written complaint will be forwarded to the person I am complaining about (the member) and by signing this form I give permission for this to occur. You can elect to remain anonymous to the person you are complaining about (the member) throughout the complaint process, please indicate if you elect to remain anonymous below.

Do you elect to remain anonymous to the Respondent throughout the complaint process

Yes

No

Your Signature:

Date:

### 3 Supporting Documentation

Please include copies of any supporting documentation that will assist in investigating this complaint. Supporting documentation may include (but not limited to):

- Copies of any (signed) agreements or contracts
- Copies of emails or other relevant correspondence
- Minutes from meetings
- Statements from witnesses
- Information about services rendered, or planned to be rendered subject to complaint
- Information about the trees, including species, age and location of the property/trees
- Photos

**Please submit this completed from to:**

Either email the completed form to [complaints@forestry.org.au](mailto:complaints@forestry.org.au) or post to Company Secretary, Forestry Australia, PO Box 2585, North Ringwood VIC 3134 and mark the envelope 'Confidential'.