

## GENERAL COMPLAINTS FORM

Complaint ID No.

*(ARC use only)*

<b>Title:</b>	
<b>Family name:</b>	
<b>Given name:</b>	
<b>Organisation:</b>	
<b>Postal address:</b>	
<b>Contact number(s):</b>	
<b>Email:</b>	

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:

### Handling your personal information

We will handle your personal information in accordance with the [Australian Privacy Principles](#) (APPs) under the *Privacy Act 1988* (Cth). The ARC's [privacy policy](#) which applies to all individuals involved in ARC business, defines 'personal' and 'sensitive' information and outlines the purposes for the collection, use and disclosure of information. The contact details for the privacy team at the ARC is outlined at [Privacy Policy | Australian Research Council](#).

### Natural justice

The ARC 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 act 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 of your complaint to the person being complained about the matter may not go any further.

Can we provide a copy of your complaint to the ARC staff member you are complaining about?

**Yes/No**

Can we provide a copy of your complaint to any other individual(s) and/or organisation(s) within the ARC or external to the ARC who may have information relevant to your complaint for the purpose of investigating your complaint **Yes/No**

**Making an anonymous complaint or using a pseudonym**

Depending on how you decide to deal with the ARC concerning your complaint, such as, by being anonymous or by using a pseudonym, this may mean we are not able to contact you to provide information to you about the progress of your complaint. In some instances, it may also be difficult or impractical for us to investigate certain aspects of your complaint where you have not identified yourself.

Do you want to submit this complaint anonymously or by use of a pseudonym? **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](mailto:complaints@arc.gov.au)

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