

**FORMAL COMPLAINT OR GRIEVANCE FORM**

(*Complaint* is used throughout this form to mean either of the two types of concern identified above)

**Name of person lodging complaint: ………………………………………….**

**Contact details: Phone ………………………… Email …………………………………………..**

**Name or person or group against whom this complaint is lodged:**

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**Please describe the details of the complaint** (Additional information can be attached to this document).

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**Please indicate what you have already done to try to resolve this matter.**

(Please refer to informal processes identified in the *U3A-ACT Inc. Complaints and Grievances Policy*)

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**What actions would indicate to you that the complaint has been resolved?**

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**……………………………………………………………………………………………………………**

**Additional information attached? ……………** (Yes/No)

**Signed: …………………………………………**

**Name: …………………………………………**

**Date: …………………………………………**

**Please forward this document to The Secretary U3A-ACT Inc. at** [**secretary@u3acanberra.org.au**](mailto:secretary@u3acanberra.org.au) **or to 2 Wisdom Street Hughes ACT 2605**