

**COMPLAINT FORM**

This form is to help you make a complaint about a Member company of the RCSA or an RCSA Accredited Professional Recruiter (APR).

Use this form if you are complaining about a breach of the RCSA Code of Professional Conduct.

The RCSA Professional Conduct Grievance Intervention process deals with professional practice concerns about the behavior of RCSA Member companies and consultants who are RCSA Members. The RCSA does not become involved in disputes to provide civil or statutory remedies - these are legal and industrial matters over which we have no jurisdiction - RCSA can review behaviours that lead to such disputes and may impose sanctions that require a Member to do some particular thing or make some payment if a Member is found to have fallen short of the standard of professional conduct require by the Code BUT it does not award or order payments of damages or compensation; and it does not enforce contracts that are in the legal or industrial jurisdiction.

You need to seek your own legal advice or seek a workplace advocate service to assist if you are seeking some form of civil or statutory remedy.

Information about RCSA's Professional Conduct Grievance Intervention process can be found in it's Guidelines.

If you are unsure about anything, please call the RCSA Ethics Registrar during office hours on **+61 3 9663 0555** or email your questions to **ethics@rdsa.com.au**.

**ABOUT YOU – THE COMPLAINANT**

Your details – please only provide the contact details that you are happy for our staff to use to contact you.

Title	Surname
First Name	
Name of Company (If applicable)	
Mailing Address	
Suburb	Postcode
Contact Phone Number	Mobile
Email	

**ABOUT THE PERSON, AGENCY YOU ARE COMPLAINING AGAINST – THE RESPONDENT**

Please provide as much details as you can.

Agency Name	
Person Name	
Address	
Suburb	State

**STRICTLY CONFIDENTIAL** The contents of this document are confidential, having been prepared for use in managing and resolving claims and disputes about Members' professional obligations. The contents of this document may not be used for any other purpose or divulged to any third party, without the consent of RCSA, or except as may be required by law. The information is confidential and is intended only for the use of the Respondent named above and of RCSA.

**RCSA MAY REQUIRE THAT, AS AN INITIAL STEP, YOU RAISE YOUR COMPLAINT IN WRITING DIRECTLY WITH THE RESPONDENT AND ALLOW REASONABLE TIME (USUALLY 30 DAYS) TO RESPOND.**

Have you reported this matter to the Respondent?  Yes  No

If Yes what was the outcome? (Please give details below)

Are there any circumstances that you think justify the 30 day direct contact period being shortened or waived?  Yes  No

If Yes please give details below.

**HAVE YOU TAKEN THIS COMPLAINT TO ANOTHER AGENCY OR ORGANIZATION?  
I.E. OMBUDSMAN, LEGAL JURISDICTION, EEO ETC.**

Yes  No

If Yes with whom

**RELEVANT DATES**

Please provide the relevant dates of this occurrence \_\_\_\_\_

## NATURE OF COMPLAINT

Please enter the information sufficient to describe the nature of the complaint and how it has impacted you / your business.  
We need to know:

- Where it happened (Location, e.g. state & suburb);
- The facts about what happened in chronological order (include dates);
- Who did it (including the names of any people concerned in relation to this complaint);
- How and when you found out about it;
- Copies of supporting evidence, such as terms of business, contracts, records of conversations, and any supporting correspondence;
- Details of what you think the Member ought to have done in order to meet the standard of professional conduct required of it under the Code;
- Any other relevant details.

If there is insufficient room above please provide further information on an additional page.

## HOW HAS THIS AFFECTED YOU/YOUR BUSINESS

## WHAT YOU BELIEVE THE MEMBER SHOULD HAVE DONE TO MEET THE CODE STANDARD

Please indicate what you believe the Members should have done to meet the standard of professional conduct required by the Code.

## DOCUMENTS

Please provide RCSA copies of any documents that may help us to understand your grievance, for example, Terms & Conditions/ Relevant contracts, if applicable to the grievance, or any written correspondence or records of conversations you have had with the Respondent, in relation to the grievance.

## CONFIDENTIAL INFORMATION

Please identify any information provided in this form or in documents you are forwarding that you consider is confidential (i.e. may not be used or disclosed without your consent or that of another person) and say why you believe it is to be confidential. Please state the nature of any restriction that you wish to place on its use or disclosure.

## COLLECTION NOTICE

You have provided RCSA with personal information in connection with a grievance that you have brought to RCSA's attention. Further personal information about you may be collected from parties or other persons in the course of RCSA's handling of the grievance.

The information will be used for the purposes of handling the grievance.

The information may be disclosed to:

- RCSA's office holders, employees and professional advisors;
- Any respondent to the grievance and their professional advisors;
- Witnesses contacted in connection with the handling of the grievance;
- An arbitrator or other person engaged in a dispute resolution or support capacity in connection with the grievance.

Collection, use and disclosure of the information will be in accordance with RCSA's Disciplinary and Dispute Resolution Procedure guidelines and any directions made by an RCSA Ethics Committee or Arbitrator during the course of handling the grievance, and the National Privacy Principles.

You may contact the RCSA Ethics Registrar on 03 9663 0555 or email [ethics@rcsa.com.au](mailto:ethics@rcsa.com.au) if you wish to seek access to the information. Access requests will be handled in accordance with Australian Privacy Principles.

You may be requested to provide information from time to time. If you do not provide the information RCSA may not be able to assist you in handling your grievance and your grievance may be dismissed.

## CORRESPONDENCE

Please return all correspondence to:

The Ethics Registrar at ([ethics@rcsa.com.au](mailto:ethics@rcsa.com.au)), or Post to

RCSA Ethics Registrar  
PO Box 291  
Collins Street West  
MELBOURNE VIC 8007  
Australia

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