

Staff Number

Phone

JCU Email Address

Supervisor/Manager Details:

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Complaint Statement

Please provide a typed statement about your complaint that includes, where relevant:

1) A description of the events or incident/s which occurred:

Please provide a clear explanation of whom you are complaining about and what behaviour or types of behaviour you are complaining about. You should also include how you have been adversely and unjustifiably impacted by the behaviour/s. Please outline the event/s or incident/s in chronological order stating dates, times and locations as well as the names of those involved, or who witnessed the event/ incident/s

2) Detail any evidence you have to support each event/s or incident/s in your complaint:

Please provide a numerical list of your evidence referring to this as you discuss the event/s or incident/s throughout your statement and attach this evidence to your complaint. Please refer to any evidence you know of but do not possess who would possess this evidence. If you do not have any evidence please list not applicable

3) Include any steps that you have already taken to try to resolve the complaint (if relevant)

Please provide a list of your actions to date including, if applicable:

- x whom you have taken your complaint to
- x why you think the complaint has not been resolved informally and
- x why you think a formal complaint is required to resolve the matter.

Please

<p>4) Describe what behaviours (as per the policy) were demonstrated by the person against whom you are making the complaint (E.g. If the complaint is discrimination, under what attribute are you being discriminated against?)</p>
<p>5) Provide the name and contact details of any witness or other person who may support your complaint and who you spoke to about your complaint. (If none, please write "not applicable")</p>
<p>6) Provide a summary of the basis of the complaint: What do you reasonably think should have happened, been provided to you, or you expected?</p>
<p>7) What outcome/s are you are seeking? What would you like to see as an outcome of your complaint not be guaranteed by JCU, however your complaint will be addressed within the legal obligations, policies and procedures</p>

Your Agreement: