# Text  Description automatically generated with low confidenceOMAA Complaints Form

## Section 1. Contact details

Complainant’s name, address, email, and phone number/s

Complainant’s advocate – name, address, email and phone number/s

Name of respondent – the OMAA member against whom the complaint is made

## Section 2. Details of your complaint

|  |
| --- |
| Please summarise what happened, when it happened, who was involved and where? What OMAA standards do you consider have been breached? What has been the impact? Please attach additional pages as needed, and any relevant documents. Has this complaint previously been investigated by another body? [ ]  No [ ]  Yes. If so, by whom, when, and what was the outcome? Do you suspect your complaint might be a breach of Civil or Criminal Law?[ ]  No [ ]  Yes. Do you give permission to share details of the complaint with the respondent?[ ]  No [ ]  Yes.  |

## Section 3. Before lodging your complaint

1. Try to contact the person against whom you have the complaint (with support if necessary) and attempt to resolve the issue directly.
2. Read the OMAA Complaints Policy to understand the process involved in investigating a complaint and the possible outcomes.
3. Read and identify which clause/s in the OMAA Code of Ethics and/or Standards of Practice you consider might have been breached.

Note that the OMAA is unable to investigate a complaint against a non-member of the OMAA, but can advise about other avenues for making a complaint (e.g., NDIS, Equal Opportunities Commission, Ombudsman).

## Section 4. Lodging the complaint

In completing and signing this form, you agree to disclose all information pertinent to the complaint, knowing that this information will be shared with the respondent. Failure to provide relevant information will delay resolution of the complaint.

If you have any questions, please contact the feedback registrar before signing this form: improve@omaaustralasia.com.

|  |
| --- |
| I confirm I have read and understood the information provided in the OMAA Complaints Policy.Complainant’s Full Name Complainant’s Signature Date Witness’s Full Name Witness’s Signature Date  |

A complaint or feedback can be lodged:

* By email, to the OMAA feedback registrar improve@omaaustralasia.com
* By mail, to: OMAA feedback registrar, PO Box 324, Ashburton VIC 3147
* By email to omaaustralasia@gmail.com
* Via any OMAA officer who can forward the form to the OMAA feedback registrar

**Office Use Only**

Date complaint received by complaints/feedback registrar