**Instructions for Completion**

**How your Complaint will be handled**

1. Where a person makes a formal Complaint, other than an Assessment Query, about the operation or processes by the WIA in relation to that person, the WIA will:
	1. acknowledge the complaint within ten Working Days of receipt; and
	2. properly consider the complaint and
	3. keep the complainant and the respondent updated on the process and progress, and
	4. advise the complainant of a decision within a reasonable time.
2. If the complainant is not satisfied with the decision, the complainant may apply for a review within 30 Working Days of notification of the decision. The review will be performed by a delegate of the WIA who was not associated or party to the original formal inquiry or consideration.
3. Assessment Queries will be forwarded to the WIA’s National Training Organisation (NTO) for consideration and response within 30 working days of receipt. An appeals process is available within the Assessment Instructions at: [www.wia.org.au/licenses/assessor/regulation](http://www.wia.org.au/licenses/assessor/regulation)

**Timing and Nature of the Complaint**

1. The complaint must be lodged within six months of the actions that gave rise to the complaint.
2. The complaint will be handled in accordance with WIA Complaints Policy and relevant Commonwealth and State legislation.
3. The complainant must give full particulars of the complaint including:
	1. the basis of the complaint with reference to which rule, code of conduct or policy it is alleged has been breached; and
	2. evidence on which the complainant will rely; and
	3. all of the relevant documents in support of the complaint upon which the complainant will rely; and
	4. the individual(s) or organisation that it is believed should respond to the complaint
4. Most complaints that are submitted are quickly resolved, however, there are a number of reasons that a complaint may be rejected or dismissed these include:
	1. complaints that in the opinion of the WIA relates to a criminal activity (Criminal activities should be reported directly to the appropriate authorities)
	2. frivolous or vexatious complaints that lack substance
	3. incorrectly submitted complaints
	4. complaints that contain false, misleading or incomplete evidence
	5. Presentation of evidence that is of a speculative or circumstantial nature that fails to clearly demonstrate the basis for the complaint

**Submission of The Complaint**

On completion of the complaint declaration, forward it along with any attachments to:

The Complaints Officer

Wireless Institute of Australia

PO Box 2042

Bayswater Vic 3153

or emailed to **wia.complaints@wia.org.au**

**DETAILS and NATURE OF COMPLAINT**

**Name of Complainant** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Address of Complainant** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Callsign of Complainant** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WIA MEMBER** Y / N

**Email** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Telephone Number** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your Complaint fall into any of the following service areas? Tick any box[s]

[ ] A complaint about an Assessment Application or Process, other than an Assessment Query, or

 Certificate of Proficiency Issue. [Contact the WIA office for further information on Assessment Queries]

[ ] A compliant about an Application for a Callsign Recommendation or Process.

[ ] Other

Privacy Your Complaint will be handled in accordance with the WIA Complaints Policy and relevant State and Commonwealth legislation. A copy of this policy may be obtained from the WIA National Website. Details of your complaint will be forwarded to the respondent. Details of the complaint will be published when finalised or closed.

|  |
| --- |
| **NATURE OF THE COMPLAINT**(Explain what went wrong and what Policy, Rule, Code of Conduct or Provision of the Deed has been breached) |
| **TIMING OF THE COMPLAINT**(when, precisely did the event that gave rise to the complaint take place - if required please include a chronology) |
| **DETAILS OF THE RESPONDENT**(Who is the individual who should respond to this complaint, If a group of individuals, please advise the group and the person who should respond by role) |
| **PROPOSED RESOLUTION**(What resolution do you believe is appropriate to satisfy and resolve this complaint) |
| **EVIDENCE OF THE COMPLAINT**(Provide documentary evidence to support the complaint Evidence must demonstrate that the events that gave rise to the complaint occurred when they occurred, and thatthe named respondent has, therefore, a case to answer.   This could include emails, URLs, web links, statutory declarations etc.) |
| **DECLARATION**I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name of complainant) of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(address) do hereby declare that, on the grounds set out above, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(name of espondent) has committed a breach, or breaches of acceptable behaviour, code of conduct, policy, rule or provision of the Deed.I acknowledge that the details of this complaint will be released to the respondent in order that they may defend their actions in relation to this complaint.I acknowledge that on resolution and closure of this complain that the details and nature of the complaint may be published by the Wireless Institute of Australia.I acknowledge that I have read and understand the “INSTRUCTION S TO COMPLETE”I acknowledge that I have read and understand the “WIA COMPLAINTS POLICY”Declared this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20\_\_ .Signature of Complainant OFFICE USE ONLYDate Complaint Received \_\_\_\_\_\_ / \_\_\_\_\_\_ / 20 \_\_\_\_Date Complaintant Acknowledged \_\_\_\_\_\_ / \_\_\_\_\_\_ / 20 \_\_\_\_Date Complaintand Notified Outcome \_\_\_\_\_\_ / \_\_\_\_\_\_ / 20 \_\_\_\_ |