

ABN 56 004 920 745
PO Box 2042
Bayswater
Victoria 3153 Australia

The Wireless Institute of Australia



Form 18

Complaint of Non Conformity with National WIA Procedures or Processes Related to the Administration of the Assessments, Certificate or Callsign Recommendation

Instructions for Completion

What to Supply:	Where to send:
Complete this form Copies of supporting correspondence	The Executive Manager Wireless Institute of Australia PO Box 2042 Bayswater Victoria 3153 Australia Phone: + 61 3 9729 0400 Facsimile: + 61 3 9729 7325

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:
 - (a) acknowledge the complaint within ten Working Days of receipt; and
 - (b) properly consider the complaint and advise the complainant of a decision within 40 working days of receipt.
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.

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

Notes:

The WIA National Office is closed from Christmas Eve until the 3rd week of January each year and complaints will not be processed within this period. The 40 day decision period will commence from the 1st day of business after the office re-opens.

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 complaint about an Application for a Callsign Recommendation or Process.
- Other.

Privacy

Your Complaint will be handled in accordance with the WIA Privacy 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 **not** be forwarded to a third party without your express authorisation.

Personal Information

Title:..... Surname:

Given Name: Callsign [If Applicable]:

Contact Details

Street No/Name/PO Box No:

Town/Suburb:State:Postcode:

Phone Number:Mobile:

Email :.....

Signature:

Date:

Complaint Summary: Attach other pages as necessary



Office Use Only

Date Complaint Received / / 20

Date Complainant Acknowledged / / 20

Date Complainant Notified Outcome / / 20