



**COMPLAINTS & GRIEVANCE FORM**  
**FOR YOUNG PEOPLE, EMPLOYEES & THE PUBLIC**

Lodge this form with the relevant Manager or CEO. Within 5 working days we will notify that your complaint/grievance has been received and of the intended investigation process. The complaint will proceed through CEO and Board of Management until the matter is resolved. Complaints should be resolved within 30 working days.

**Complaint made by**

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_

Postal address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Complaint against:**

Workplace / Location: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Position: \_\_\_\_\_ Phone: \_\_\_\_\_

Others involved: \_\_\_\_\_

**What does your complaint relate to:** \_\_\_\_\_

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

**Date of Incident:** \_\_\_\_\_ **Date 'Complaints & Grievance form' filled in:** \_\_\_\_\_

**Did you attempt to resolve the issue with the other person:** Yes / No

**Did you talk to your Program Manager to seek assistance with solutions:** Yes / No / NA



# BushMob Aboriginal Corporation

ICN: 8470

Have you made any steps to help resolve the issue: \_\_\_\_\_

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Can you offer any solutions that would satisfy you: \_\_\_\_\_

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Office Use Only

Received by (name): \_\_\_\_\_

Position: \_\_\_\_\_ Date received: \_\_\_\_\_

Notify receipt of Complaint & investigation process (Max 5 working days): Date: \_\_\_/\_\_\_/20\_\_\_

Action taken: \_\_\_\_\_

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Outcome: \_\_\_\_\_

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Debriefing date completed (if applicable): \_\_\_\_\_

Mediation date completed (if applicable): \_\_\_\_\_

Counselling date offered (if applicable): \_\_\_\_\_

Involved: PM  HR  CEO  BOM

**Date complaint/grievance  
finalised:**

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

\* Put a copy on BushMob  
employee file & Complaints file.