

IMPORTANT: If your complaint relates to unfair dismissal or termination of your employment, please contact the Fair Work Infoline IMMEDIATELY on 13 13 94. Please note: All questions marked with an asterisk (*) are mandatory. Please complete this form using black ink.

Section 1. Complainant details

- ▲ 1.1 Title* Mr Mrs Ms Miss Dr Other
- ▲ 1.2 Surname/family name*
Given name/s*
- ▲ 1.3 Postal address*
Suburb/town State Postcode
- ▲ 1.4 Daytime contact number* Mobile number
- ▲ 1.5 Email address
- ▲ 1.6 Date of birth
- ▲ 1.7 Do you need an interpreter?* Yes No Language
For an interpreter, contact Translating & Interpreting Services (TIS) on 13 14 50
- ▲ 1.8 Has someone else completed this form on your behalf?* No – Please continue with section 2 Yes
- ▲ 1.9 Do you authorise this person to act on your behalf? Yes No
- Contact name
- Contact number

Section 2. Employer details

Note: You may find some of these details on the employer's business letterhead, your pay slips or PAYG payment summary.

- 2.1 Business name*
- 2.2 ABN/ACN (Australian Business Number/Australian Company Number)*
- 2.3 Is/was your employer a small business (under 15 employees)? Yes No
- 2.4 Full name of the business owner(s) and/or manager Mr Mrs Ms Miss Dr Other
- 2.5 Workplace contact number* Mobile number
Workplace email address
- 2.6 Address where you work/worked*
Suburb/town State Postcode
- 2.7 Employer's postal address
Suburb/town State Postcode

Section 3. Details of complaint

The Fair Work Ombudsman can assist with complaints in relation to wages, conditions of employment and workplace rights. Please contact the Fair Work Infoline on 13 13 94 or visit www.fairwork.gov.au/complaints to confirm that the Fair Work Ombudsman can assist you.

- 3.1 Have you called the Fair Work Infoline ?* No Yes – What is your Reference Number?
- 3.2 What date did you start working for this employer?
- 3.3 Are you still working for this employer? Yes – please go to Question 3.5 No – please go to Question 3.4
- 3.4 What date did you finish working for this employer?
- 3.5 Were/are you employed as full time part time casual don't know? (select one only)
- 3.6 Were/are you employed under an apprenticeship a traineeship neither? (select one only)
- 3.7 Is/was your employment subject to a working visa?* Yes No Classification
If you are unsure of your visa classification, please call the Department of Immigration & Citizenship on 13 18 81 or visit www.immi.gov.au
- 3.8 What is/was your job title?

Section 4. Confidentiality*

In the course of managing your complaint the Fair Work Ombudsman may want to contact your employer to provide a copy of your complaint, to request specific information about your employment and/or discuss your allegations. This will result in your employer being made aware that you have made a complaint about them and your employer being provided with a copy of all or part of your complaint (although we will not forward your address, email or phone number).

- Option 1 – I give permission for the Fair Work Ombudsman to contact my employer for the purpose detailed above.
- Option 2 – I DO NOT give permission for the Fair Work Ombudsman to contact my employer for the purpose detailed above.

Note: If you choose Option 2, we will have to keep your complaint confidential. In some circumstances we may be unable to manage your complaint confidentially. If this is the case we will advise you.

Contact the Fair Work Infoline on 13 13 94 if you would like to discuss your situation in more detail.

Section 5. Complainant's declaration and acknowledgement*

I declare that:

- The details I have provided are correct to the best of my knowledge.
- I acknowledge that the Fair Work Ombudsman may disclose or authorise to disclose information likely to assist in the administration or enforcement of a law of the Commonwealth, a State or a Territory. This includes referring my complaint, or aspects of my complaint, including any information obtained while investigating my complaint, to other relevant government agencies, including state/territory agencies, where issues fall within their area(s) of responsibility.
- I acknowledge that the information provided in my complaint form may be used for statistical research, monitoring and evaluation that may be carried out by the Fair Work Ombudsman, Fair Work Commission, the Department of Education, Employment and Workplace Relations or contracted commercial researchers, and this will not breach Australian privacy principles.

Your signature* Date*

Please ensure you have signed and dated this form before returning it.

Note: You may be asked by the Fair Work Ombudsman to provide supportive documents such as: pay slips, PAYG summaries, time and wage records, tax declaration forms, employment agreements/contracts, Individual Flexibility Arrangements, correspondence with your employer, job advertisements, relevant employer policies and forms, medical certificates or other records. These supportive documents may also be released to your employer/former employer if the Fair Work Ombudsman believes this may assist in resolving your complaint.

Please post this completed form to:

Fair Work Ombudsman
Complaints Assessment Team
GPO Box 2567
Adelaide SA 5001

The Fair Work Ombudsman manages personal information in accordance with the *Privacy Act 1988*. Information in your complaint form will be used for the purpose of determining whether Commonwealth workplace laws are being adhered to.

Investigating your complaint – what may happen next?

The Fair Work Ombudsman will consider the information provided in your complaint and decide our response. The Fair Work Ombudsman will make a decision about the best course of action to assist in resolving your complaint. The Fair Work Ombudsman might decide:

- that the matter is outside of our jurisdiction and refer you somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that voluntary resolution processes such as mediation are the best way to resolve the issues
- to conduct an investigation
- to conduct an audit.

For more information on what may occur once the Fair Work Ombudsman has received your complaint, please go to www.fairwork.gov.au

Please note that in all cases the Fair Work Ombudsman is neutral and represents neither an employee nor an employer. In some instances the Fair Work Ombudsman may not be able to assist with your complaint.

www.fairwork.gov.au

Fair Work Infoline 13 13 94



Australian Government

Fair Work
OMBUDSMAN