



Complaint form: INCORPORATED ASSOCIATIONS AND CHARITABLE COLLECTIONS

Use this form to make a complaint about an incorporated association registered in Western Australia or charitable collection.

Please complete the form using a PEN. Write clearly using BLOCK LETTERS and tick where required.

YOUR DETAILS:

Title: *Please choose only one*

Mr. Mrs. Ms. Other – Specify Other

First name:

Last Name:

Address:

Preferred telephone number (landline or mobile):

Email:

WHO IS THE COMPLAINT ABOUT?

My complaint relates to: *Please choose one*

An incorporated association A charitable collection

Name of Organisation:

Address:

Contact Person:

Telephone number:

Email address:

What is your relationship (if any) to the organisation? For example member, committee member, volunteer, staff member

Are your concerns about a breach of an association's rules? (often known as the constitution)

Consumer Protection is **unable** to intervene in internal disputes concerning the interpretation or application of the rules of an association (unless the issue also relates to the requirements of the *Associations Incorporation Act 2015*). If an association is unable to resolve the dispute using its own internal processes some matters may be considered by the State Administrative Tribunal.

Examples of matters that would need **to be dealt with by members** include:

- membership admissions, renewals or expulsions;
- the conduct of meetings (procedural matters);
- the processes and outcomes of committee elections;
- the inspection of records other than those referred to under the Act (being the register of members, rules and list of office bearers).

For information about options to resolve such matters please refer to the **Resolving complaints and disputes** section of the **INC Guide**.

COMPLAINT DETAILS

Please state clearly in the space below the full details of the issues you wish to raise.

(Please attach additional pages if required)

SUPPORTING DOCUMENTS

Please list all supporting documents/information provided with this form. Ensure **copies** of any documents which support your allegations are attached. Please retain the originals of all documentation forwarded to us.

ATTEMPTS MADE TO RESOLVE YOUR CONCERNS

Members and committees should make all reasonable attempts to resolve any complaints themselves, whether informally or through the dispute resolution process in the rules, prior to lodging a complaint.

Have you approached the association or charity to try to resolve the concern? Yes No

Please detail the actions that you have taken:

WHAT OUTCOME ARE YOU HOPING TO ACHIEVE?

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DECLARATION

To the best of my knowledge, the information supplied by me is true and correct.

Printed Name

Signature

Date (dd/mm/yyyy)

I agree to my name being revealed in correspondence or during investigations concerning my complaint.

Yes No

Should you indicate that you do not wish to be identified, Consumer Protection will endeavour to protect your identity. **However, the Department is bound by obligations under the *Freedom of Information Act 1992* and may be requested to release information relating to the complaint.**

LODGING THIS FORM

BY MAIL: Associations & Charities, Consumer Protection
Department of Mines, Industry Regulation and Safety
Locked Bag 14 Cloisters Square WA 6850
OR

BY EMAIL: notforprofitcomplaints@dmirs.wa.gov.au

WHAT HAPPENS NEXT AND WHAT TO EXPECT

- You will receive an acknowledgment letter with the contact details of the officer assigned to the matter within four days of us receiving this complaint form.
- You may be asked to provide further information and documentation to clarify or support any claims made in the complaint.
- The person or organisation that the complaint is about may be asked to comment on specific concerns raised.
- You will receive regular feedback regarding the progress of your complaint.
- Consumer Protection seeks to encourage compliance where possible and will generally achieve this through education activities or by seeking remedial action, where appropriate. For more serious issues, a more formal enforcement approach may be required, which could include issuing a formal warning or infringement notice, public naming or prosecution.

CONTACT THE ASSOCIATIONS BRANCH

Consumer Protection, Department of Mines, Industry Regulation and Safety

Postal Address: Locked Bag 14, Cloisters Square Perth WA 6850

Email: notforprofitcomplaints@dmirs.wa.gov.au **Telephone:** 1300 30 40 74

Website: www.dmirs.wa.gov.au/consumer-protection/charities-and-associations