

COMPLAINT FORM

The Australian Human Rights Commission investigates and conciliates complaints about discrimination and breaches of human rights.

We will need to contact you about your complaint, so please provide your name and contact details, including one contact number if possible.

Note: To help us to deal with your complaint in an effective and timely manner, please:

- keep your complaint to one document of no more than 20 pages
- do not provide any attachments.

Part A – About you, the complainant

Title:

First name:

Last name:

Address:

Suburb:

State/Territory:

Postcode:

Email:

Mobile:

Phone (AH):

Phone (BH):

If you require assistance to participate in the complaint process, please outline the assistance you require:

If you are complaining on behalf of someone else, please provide the following details about this person.

First name:

Last name:

Email:

What is their relationship to you?

Please advise if they need assistance to participate in the complaint process and the kind of assistance they need:

If someone is assisting you with the complaint, for example, a legal representative, advocate or union representative, please provide the following details about this person.

Title:

First name:

Last name:

Position:

Organisation:

Address:

Suburb:

State/Territory:

Postcode:

Email:

Phone (BH):

Mobile:

Please advise if they need assistance to participate in the complaint process and the kind of assistance they need:

Part B – Who is the complaint about?

Respondent 1

Name of person or organisation:

ABN/ACN of organisation (if relevant):

Address:

Suburb:

State/Territory:

Postcode:

Email:

Phone (BH):

Mobile:

What is your relationship to this respondent?

Respondent 2

Name of person or organisation:

ABN/ACN of organisation (if relevant):

Address:

Suburb:

State/Territory:

Postcode:

Email:

Phone (BH):

Mobile:

What is your relationship to this respondent?

Note: If you are complaining about more than two people or organisations, please provide information about each additional person or organisation.

Part C – What are you complaining about?

I am complaining because I believe:

- I have been discriminated against because of my**
 - Age
What is your age?
 - Disability
What is your disability?
 - Association with a person with a disability
What is the person's disability?
 - Status as a person with a disability who uses an assistance animal or disability aid or has a carer
 - Sex
What is your sex?
 - Pregnancy
 - Breastfeeding
 - Marital or relationship status
What is your marital or relationship status?
 - Family responsibilities

- Sexual orientation
What is your sexual orientation?
- Gender identity
What gender do you identify as?
- Intersex status
- Race (this includes colour, national origin, descent or ethnic origin)
What is your race/national or ethnic origin/descent?
- I have been sexually harassed**
- I have experienced sex based harassment**
- I have been subjected to a hostile workplace on the ground of sex**
- I have experienced racial hatred**
What is your race/national or ethnic origin/descent?
- I have been discriminated against in my employment because of my**
 - Trade union activity
 - Criminal record
What is your criminal record?
 - Religion
What is your religion?
 - Political opinion
What is your political opinion?
- My human rights have been breached by a Commonwealth government body.**
- I have been victimised because I made, or tried to make, a complaint about discrimination**

When did the alleged event(s) happen?

Note: The President of the Commission can decide not to investigate into a complaint alleging unlawful discrimination where the complaint is lodged more than twenty four (24) months after the alleged events(s) happened. If the event(s) being complained about happened more than twenty four (24) months ago, please explain the reasons for the delay in making a complaint to the Commission.

For complaints alleging human rights breaches and discrimination in employment under the ILO Convention, the relevant time frame is twelve (12) months.

How do you think this complaint could be resolved?

For example, a complaint may be resolved with an agreement that a respondent will change its procedures, introduce training or policies on anti-discrimination, take other action to prevent possible discrimination and/or by payment of compensation.

Have you made a complaint to another organisation?

For example, a state anti-discrimination or equal opportunity agency, a worker’s compensation agency, an ombudsman or the Fair Work Commission.

If you have, you must provide the name of the agency, the date the complaint was made, the status of the complaint, or outcome of the complaint. Please also attach copies of relevant documents, including a copy of your complaint and any letters you have received from the agency.

Were you referred to the Commission by another organisation?

If you were referred, please advise the organisation that referred you.

Part D – Lodging the complaint

ICS Privacy Collection Notice

The Australian Human Rights Commission (**Commission**) collects and handles personal information in accordance with the *Privacy Act 1988* (Cth), the *Archives Act 1983* (Cth) and our [Privacy Policy](#).

By providing us with your personal information and sensitive information as part of the Commission's complaints process under the *Australian Human Rights Commission Act 1986* (Cth) (**AHRC Act**), you consent to us collecting your personal information and sensitive information and using it for the purposes set out below.

We collect personal information about enquirers, complainants, respondents and third parties in the course of receiving and handling complaints made under the AHRC Act. Personal information about an individual may be collected by the Commission from an enquirer, complainant, respondent or third party and may be received in various ways, including through our complaint form, responses to complaints, surveys, by email, by letter or by phone.

We will use the personal information provided to us for the purposes of administering our functions under the AHRC Act, including to assess, investigate and conciliate a complaint, analyse trends, prepare statistical data and report on complaints received by the Commission and maintain the Commission's conciliation register.

If we accept a complaint, we will usually provide a copy to the person or organisation being complained about. Where necessary, we may also provide a copy to others who are related to, or are named in, the complaint. We may also share other information provided by a complainant, respondent or third party with other parties to the complaint and any third party who may be relevant to the complaint for the purposes of handling the complaint.

To properly handle a complaint, it may be necessary for us to disclose personal information we collect as part of our complaints function to an overseas recipient. For example, where:

- a party to a complaint is based overseas
- an Australian-based respondent is the related body corporate to an overseas company
- you have complained to an overseas entity and the Commission about the same or a related matter.

If we receive the personal information of third parties who are not a party to a complaint, we will also collect this information. We may not inform those third parties that their information has been collected and will only use their personal information to the extent necessary to perform our functions under the AHRC Act.

Information provided in making, responding to, or providing a contribution related to a complaint, including information about parties and allegations made in a complaint, may be used for statistical or research purposes, as case studies, as examples, and to improve our service delivery. This includes any survey responses related to the complaints process. Any published information, case study or example will not include names or information that may identify an individual.

Our [Privacy Policy](#) sets out how you can access or seek correction of your personal information, how you can make a complaint about how we have handled your information and how we will deal with your complaint.

Lodging the complaint form

Please send the complaint form to the Commission by:

Post: Australian Human Rights Commission
GPO Box 5218
Sydney NSW 2001
Fax: 02 9284 9611
Email: complaints@humanrights.gov.au

Name:

Date: