

Complaint ID No.

(ARENA use only)

ARENA COMPLAINT FORM

ARENA is committed to providing a quality service and we see value in the effective handling of complaints
Questions marked with an asterisk are mandatory.

Please classify the type of complaint you have*

General complaint about ARENA Administrative process relating to Grants

PERSONAL INFORMATION

Do you wish to remain anonymous?* Yes No

If No:

Given name*	
Title	
Organisation	
Address*	
Contact number*	
Email	

If Yes, please note:

ARENA's capacity to deal with your submission is restricted by the desire to remain anonymous. The submission will be treated as feedback and used as appropriate to correct problems or refine processes.

HISTORY

Have you raised this complaint with ARENA in the past?*

Note: If you have been dealing with an ARENA staff member, we would encourage you to use this professional relationship as the best and most direct course to resolve your issue. If you are not happy to do so, we will accept your feedback through this form submission.

- I have not discussed my concerns with an ARENA Officer or Consultant previously
- I already raised my concerns with an ARENA officer or consultant and am not satisfied with the response

DETAILS

Issue(s) raised* - The main issue I previously raised...

Issue occurrence date...

Events - The event/s that led to my complaint were...



ARENA negligence - I believe that ARENA did/did not...

Desired outcome - In raising this complaint I wish to...

Complaint date...

Complaint respondent - My complaint was handled by...

Complaint response - The response to my complaint was...

Complaint resubmission reason - I was not satisfied with the response and therefore request that a senior officer investigate and report to me for these reasons...

I have not discussed my concerns with an ARENA Officer or Consultant previously

Issue(s)* - The main issue I wish to raise...

Issue occurrence date...

Events - The events that led to my complaint were...

ARENA negligence - I believe that ARENA did/did not...

Desired outcome - In raising this complaint I hope to...

Do you have any supporting documents that you wish to attach? If so, please include them with your complaint.



NATURAL JUSTICE

The officer considering your complaint is required to apply the principles of natural justice while they carry out their investigation. Natural justice involves informing the people being complained about of the allegations against them and then giving them the right to respond. Natural justice also requires that the investigating officer will approach your case without bias, will not have a personal interest in the outcome and will only take action based on evidence.

What this means is that we would normally send a copy of the complaint to the person being complained about and ask for their side of the story. If there is any reason why you do not want us to do this please tell us. If we are unable to send a copy to the person being complained about the matter may not go any further.

Can we send a copy of your complaint form and attachments to the staff member(s) you are complaining about?

Yes No

DECLARATION

I hereby declare that the above information is true and correct.

Name:

Signature:

Position:

Date:

Please return this form to:

Email: complaints@arena.gov.au

Mail: The Complaints Handling Officer
Australian Renewable Energy Agency
GPO Box 643
CANBERRA ACT 2601