cfa.vic.gov.au

CFA Complaints Capture Form

Raising a complaint

- ***Anyone who wishes to raise a complaint can complete this form and discuss the issues raised in it with:***
  - ***your Supervisor, Officer in Charge or Manager; or***
- ***If you are uncomfortable raising the concerns with any of the persons above, you can complete this form and send it to resolutionsupport@cfa.vic.gov.au***

Your (Complainant) Personal Details

Title: *(Mr/Mrs/Miss/Ms/other)*		**CFA Member Number (if applicable):**	
First Name:		**Surname:**	
Preferred Name:			
Who is your Captain/OIC/Manager?			
Which Region or Directorate do you belong to?		Choose an item.	
Which CFA District and Brigade?		Click or tap here to enter text.	
If other, please specific:		Click or tap here to enter text.	

Contact Information

Best Contact Phone Number:		**Preferred contact times (am/pm):**	
Email address			
Your Postal address (for contact purposes)			
Preferred method of contact *(Note, email is the default communication channel for correspondence)*			

Details of Your Complaint

Who is/are the complaint(s) about ? **(Please outline name of the person(s) and their position/rank if known)** Click or tap here to enter text.	

Provide description of your complaint(s) with as much detail as possible, including dates/times, what happened which is of concern, and who was involved:

Date/Time	**What happened** - what is the concern, where did it occur, how did it occur	**Who was involved**

Name of any persons you believe witnessed matters you refer to in your complaint (and which matters) and whether they are CFA members: :

Click or tap here to enter text.

If you have any documents to support your complaint, please list them here and where possible enclose copies of those documents with the complaint:

Have you tried to resolve the matter yourself? ☐Yes ☐No	***If yes, please provide details of:*** • ***What steps you have taken to resolve the matter*** • ***Who did you involve/inform? and*** • ***What was the outcome?*** Click or tap here to enter text.

Desired Outcomes

What outcome are you seeking? *For example, do you just want the behaviour to stop, an apology?*

Click or tap here to enter text.

Please note

If your complaint is upheld, CFA will have regard to you desired outcome and determine whether it is appropriate in the circumstances. There will be occasions where your desired outcome is not appropriate, and CFA will endeavour to discuss this with you at the relevant time. **.**

Wellbeing and support available:

CFA understands that raising concerns can be difficult and have in place a range of Wellbeing Supports available to members and their immediate families including the Member Assistance Program, Peers and Chaplains. You can reach any of these services direct by calling the Wellbeing Support Line on 1800 959 232. Services are free and confidential and are available 24 hours a day/ 7 days a week.

Volunteers can also call the VFBV for support and guidance on 9886 1141

Complaint Submission Acknowledgment:	
CFA requires all its members, officers and contractors to behave in a manner consistent with relevant and applicable policies, including the Code of Conduct for Victorian Public Sector Employees (employees and officers only), CFA's Behavioural Standards, Volunteer Code of Conduct (volunteers only), and in compliance with CFA's information privacy obligations and responsibilities. By signing this form, you: • confirm that the details provided in this form are to the best of your knowledge, true and correct and that you have not made the complaint vexatiously, including to victimise another person; • consent to CFA's collection of any personal and sensitive information that you have provided in this form and to CFA's use and disclosure of that information for purposes connected to the complaint and resolution of the complaint; • confirm that you are not disclosing to CFA any personal or sensitive information of any other person without obtaining their consent to doing so; and • acknowledge that if you make a complaint which you know to be false, or is vexatious, that the details of this complaint can be used and disclosed by CFA to commence potential disciplinary action against you.	
Signature: Click or tap here to enter text.	Date: Click or tap to enter a date.