

ATTACHMENT D2: COMPLAINTS APPLICATION FORM

Updated August 2024



The APSA Complaints Application Procedure is an important function of the Association.

Prior to filing a complaint, refer to the procedures as set out in the APSA Member Protection Policy located at www.apsa.net.au

To file a complaint you must send to the APSA Inc Complaints Officer and/or the President (receipt by email is sufficient) of APSA Inc the following:

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- The original complaint stating the factual basis for the complaint along with documentation and evidence you feel is necessary to support your complaint.
 - The signature of the party filing the complaint
 - A statutory declaration attesting to the genuine belief that there are proper grounds for your complaint. If you are outside of the jurisdiction of NSW, please provide an applicable statutory declaration consistent with the statutory declaration below when filing your complaint.
 - Please refer to the specific number of the Code of Behaviour / Code of Ethics that you are claiming was violated.
 - Failure to state the specific violation may result in a dismissal of the complaint.

After all the filing have been completed, the case will be investigated and a finding made. A notification of the action will be sent to the party filing the complaint and to the party against whom the complaint was made.

The APSA Inc. Committee is authorised to change, alter or modify the above rules as occasion may require and to establish a detailed code of behaviour to supplement the above basic rules.

Complainant's Name: _____

Complainant's Email: _____

Mobile Phone: _____

Complaint filed against: _____

Violations of Code of Behavior / Code of Ethics:

1		2	
3		4	
5		6	
7		8	
9		10	

If additional violations are alleged please provide in a separate document with this application.

Date: _____

Signature: _____

Statutory Declaration

OATHS ACT 1900, NSW, EIGHTH SCHEDULE

I, _____, of the following stated address _____,
in the State of New South Wales, do solemnly and sincerely declare that:

1. I have made a complaint to APSA Inc. regarding the conduct of _____
(My Complaint).
2. My Complaint, application form and all supporting documentation associated with My Complaint are provided on the basis that it is my genuine understanding that the facts and matters raised in My Complaint.

and I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the *Oaths Act 1900*.

Declared at: on

.....
[signature of declarant]

in the presence of an authorised witness, who states:

I,, a

[name of authorised witness]

[qualification of authorised witness]

certify the following matters concerning the making of this statutory declaration by the person who made it: *[*please cross out any text that does not apply]*

1. *I saw the face of the person *[OR]**I did not see the face of the person because the person was wearing a face covering, but I am satisfied that the person had a special justification for not removing the covering.
2. *I have known the person for at least 12 months *[OR]**I have not known the person for at least 12 months, but I have confirmed the person's identity using an identification document and the document I relied on was

.....
(signature of authorised witness)

.....
[date]