

How to Make a Complaint

Making your complaint

Your complaint must be in writing. You can submit it by letter or email.

What to include in your complaint

You should briefly explain your complaint, including details such as:

- Who or what you are complaining about;
- What you think has gone wrong;
- Times and dates;
- How you have been affected by the issue you are complaining about;
- Details of telephone conversations and meetings;
- Copies of relevant documents (eg letters);
- The names of people you have dealt with;
- What you have done to try to resolve the issue; and
- The outcome you are seeking.

How much will it cost to make your complaint?

There is no charge for making a complaint to the Association.

How to submit your complaint

You can submit your complaint to your Regional Group, Branch or the National Board. Contact details for Regional Groups are available from your Group Convener. Branch and Board contact details are shown below.

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| Secretary ACT Branch | Email: secact@theorderofaustralia.asn.au Mail: GPO Box 423 CANBERRA ACT 2601 |
| Secretary NSW Branch | Email: secnsw@theorderofaustralia.asn.au Mail: Old Parliament House 18 King George Terrace PARKES ACT 2600 |
| Secretary NT Branch | Email: secnt@theorderofaustralia.asn.au Mail: PO Box 2171 PARAP NT 0804 |
| Secretary QLD Branch | Email: secqld@theorderofaustralia.asn.au Mail: Old Parliament House 18 King George Terrace PARKES ACT 2600 |
| Secretary SA Branch | Email: orderofaustraliasa@gmail.com Mail: PO Box 1065 |

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| | CLEARVIEW SA 5085 |
| Secretary TAS Branch | Email: sectas@theorderofaustralia.asn.au Mail: Old Parliament House 18 King George Terrace PARKES ACT 2600 |
| Secretary VIC Branch | Email: secvic@theorderofaustralia.asn.au Mail: PO Box 18389 Collins St East MELBOURNE VIC 8003 |
| Secretary WA Branch | Email: wabranh@theorderofaustralia.asn.au Mail: PO Box 4053 WOODLANDS WA 6018 |
| National Secretary | Email: natsec@theorderofaustralia.asn.au Mail: Old Parliament House 18 King George Terrace PARKES ACT 2600 |

Who else can you complain to?

If you are reluctant to complain to your Regional Group or Branch, you can complain directly to the Board.

Alternatively, you might wish to consider complaining to the Ombudsman in your state or territory. However, Ombudsmen will generally ask that you first try to resolve your complaint with the Association.