FRANCHISE COUNCIL OF AUSTRALIA MEMBER STANDARDS
COMPLAINT FORM

This Complaint Form must be completed, signed and returned to the Franchise Council of Australia ("FCA") at complaintsofficer@franchise.org.au

By signing this Complaint Form the Complainant agrees and acknowledges as follows:-

1. The information in the Complaint Form is true and correct to the best of the Complainant's knowledge and belief;
2. The Complainant acknowledges that the Complainant is aware of the nature of the FCA's complaint management process and the fact that it is confidential;
3. The Complainant agrees not to make any public comment about the complaint whilst it is under examination;
4. The Complainant consents to a copy of this Complaint Form being provided to the Member and to any officer of the FCA or any member of the FCA Ethics Committee;
5. The Complainant acknowledges that this Complaint Form is accepted by the FCA solely on the basis that the Complainant agrees that neither the FCA, the FCA Ethics Committee nor any FCA employee or representative shall have any liability to the Complainant in relation to the complaint or any matter arising out of or connected with the complaint.

(Signature) ……

Signed by the Complainant this day of 200 .

Details of person complaining ("the Complainant")	**Name:**
	Address:
	Telephone:
	Email:
Name of FCA member the subject of this complaint ("the Member")	
Summary of the complaint (Please keep under 500 words. More information may be requested by the FCA at a later stage.)	
Please identify by referring to the attached FCA Member Standards the particular Standards you consider might have been breached.	
Action you consider would resolve this complaint.	