

COMPLAINTS FORM



Please complete this form if you wish to lodge a complaint with ARITA about the conduct of an ARITA member. You must attach supporting documentation for the matters raised in your complaint.

The completed form and any attachments can be sent to ARITA at the address below, or by email to complaints@arita.com.au.

Before completing this form, please read the ARITA complaints procedures and processes so that you understand what to expect and the options that are open to us. Information on matters we can't investigate is provided below.

ABOUT YOU

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Company	<input type="text"/>	ACN <input type="text"/>
Postal Address	<input type="text"/>	
Phone	<input type="text"/>	Mobile <input type="text"/>
Email	<input type="text"/>	

Relationship to the company

<input type="radio"/> Director	<input type="radio"/> Creditor	<input type="radio"/> Employee
<input type="radio"/> Customer	<input type="radio"/> Shareholder	<input type="radio"/> Other (please specify) <input type="text"/>

For ARITA to properly investigate the circumstances, we will need to contact the ARITA member that is the subject of your complaint. We will also share with them the information you have provided, including your personal details. You are taken to agree with this when you lodge your complaint, if you do not, please explain why.

ABOUT THE INSOLVENCY PRACTITIONER

ARITA is a membership of individuals and may only investigate complaints against members, not firms. Have you checked that the practitioner is an ARITA member. Member look-up is available on our website.

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Position	<input type="text"/>	Company <input type="text"/>
Address	<input type="text"/>	
Phone	<input type="text"/>	Email <input type="text"/>

Briefly, what is your complaint about?

DETAILS OF YOUR COMPLAINT

Describe how and when the events occurred that led to your complaint.

Have you commenced any legal action? If so, what is the status of this action?

Have you taken other formal actions? For example, have you referred the complaint to ASIC, AFSA, the CAANZ or CPA Australia?

Other comments.

Matters we can't investigate

We cannot investigate complaints in the following circumstances:

- if the practitioner is not an ARITA member
- that are a commercial dispute
- more appropriate to be heard in an alternative forum, including matters subject to ongoing court proceedings or determined by the court (unless an adverse determination has been made regarding the member's conduct)
- that are unsupported by the documentary evidence available
- that are made anonymously
- that occurred more than five years ago
- if the complainant does not have the authority to lodge the complaint

We also will not investigate vexatious or frivolous complaints.

ARITA

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