

Reserve Service Complaint

Lodgement reference number

To ➔ **Director, Office of Reserve Service Protection (ORSP),
BP18-03-128, Department of Defence, PO Box 7925, CANBERRA ACT 2600**

Part A - Complainant details

Family name	
Given name(s)	
PMKeyS number	Rank or title
Address	
Home phone number	Work phone number
Which number is most suitable for contact by ORSP? <input type="checkbox"/> Home <input type="checkbox"/> Work	
Fax number	

Part B - Complaint details

Please give us all the information that you think is relevant to your complaint. If unsure, your unit Commanding Officer or the ORSP may be able to help you decide what is relevant to your complaint.

If you are complaining about more than one person or organisation, please provide the same information on a separate page.

This complaint concerns:

Name	
Organisation	
Address of organisation	
Home phone number	Work phone number
Fax number	
What is this person or organisation's relationship to you?	

Part B - Complaint details (Continued)

Why are you complaining to the ORSP?

Describe the circumstances that you wish to complain about. We need to know what happened, when it happened and who did it. Please provide all the dates and other details that you can remember. If there is insufficient space, attach a separate sheet.

Signature	Date
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Part C - Further information

Witnesses

Are there other people who can help us with our investigation?
Tell us their names, how to contact them and explain how they may help us.

Documents

Please provide any documents that may help us to investigate your complaint, eg pay slips, references, emails, letters, leave forms, attendance certificates, minutes of meetings and any records of conversations. You should attach **copies** to this form where possible.

If you cannot attach copies please tell us about the documents, who has access to them and/or where they are kept.

Part C - Further information *(Continued)*

Other ways of resolving your complaint

Have you tried to resolve your complaint in any other way, eg through your trade union, employer or industry group, or through some kind of appeal mechanism? If so, please provide details. You should provide at the very least details of your own attempts to resolve the issue with the other party.

Local unit action *(To be completed by the local Unit Commander)*

What actions have you undertaken in your attempts to resolve this complaint? Include details of letters, telephone calls or personal visits. Please provide copies of any correspondence concerning this complaint. This section **MUST** be signed by the local Unit Commander or an authorised representative.

Signature of local Unit Commander

Signature	Date
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