

Complaint Form

This form should be used to lodge a complaint against a member of Fire Protection Association Australia (**FPA Australia**) or a person/s recognised through an accreditation scheme administered by FPA Australia.

Once a complaint has been made using this form, FPA Australia will:

- Acknowledge the complaint in writing (or email) within three (3) business days; then
- Assess the details of the complaint to determine the most appropriate course of action; then
- Investigate the complaint efficiently (dependant on above); then
- Provide details on the outcome of the complaint within a reasonable timeframe.

Your details

Date:

First name:

Last name:

Business name:

Address:

Suburb:

State:

Postcode:

Phone number:

Email address:

Preferred contact method:

Complaint details

Name of member or accredited person to whom the complaint relates:

Have you attempted to resolve the complaint with the member or accredited person directly?

Yes No Not practicable

What are the details of the complaint?

Please include as much detail regarding the complaint as possible (additional information or supporting documentation should be included with this form as required, e.g. copies of reports, correspondence etc.).



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What would you like to see happen as a result of the complaint?

Submission of form

Once this form has been completed, it can be submitted by emailing a copy to bpad@fpaa.com.au.

Alternatively, it can be faxed to 03 8892 3132, or by mailing a copy to:

FPA Australia
Attn: Bushfire Services
PO Box 1049
Box Hill VIC 3128