



U3A Ipswich & West Moreton Inc
ABN 23 186 788 461
25 Eileen Street
Booval Qld 4304
Phone: 07 3282 7484
Email: contact@u3aipswich.org.au
Web: www.u3aipswich.org.au

COMPLAINT OR GRIEVANCE REPORT FORM

Name of complainant	
Date	
Phone #	
Email	
Name of person or group against whom complaint is lodged	

Details of complaint – additional information can be attached to this document

Is additional information attached	Yes / No

What has been done to resolve this matter – refer to processes identified in U3A Ipswich Complaints & Grievances Policy which is located on the website

What further action do you propose or want the Management Committee to initiate

Please email this completed form to the Secretary at contact@u3aipswich.org.au or by mail or hand delivery in a sealed envelope to U3A House 25 Eileen Street Booval, alternatively the President can be contacted directly, those contact details are on the website under “About Us”.

The Management Committee of U3A Ipswich aims to provide a simple, confidential & trustworthy procedure for resolving complaints. We understand our obligation to ensure that our complaints procedure has integrity & is free of unfair repercussions or victimisation against any person making a complaint. We also understand that complaints must be dealt with fairly & as quickly as possible.