

COMPLAINTS FORM

Section A: Personal Details

Please indicate which group you belong to: (please tick)

Fellow Trainee Specialist International Medical Graduate Member of the public Other

Title (please tick):

Professor Assoc Professor Dr Mr Mrs Miss Ms Other

RACS ID (if applicable)

Name

Mailing address

City/Suburb/Town

Postcode

State

Country

Phone number

Email

Section B: Complaint Details

Please describe the issue/s which is of a concern to you:
What happened? *(Provide information in relation to your concern/s)*

When did this happen? *(RACS may not accept incidents that occurred more than 12 months prior to lodging your concern)*

Where did this happen? *(Provide location of the incident)*

Section B: Report Details *(continued)*

Who was involved? *(Include names of individual/s)*

If you were not present how did you become aware of this? *(If applicable)*

Any other relevant details including any information or evidence to support your complaint? *(e.g. PDF, emails, photos)*

How would you like to see your complaint resolved?

Section C: Signature and your privacy

By signing this document and providing your complaint to RACS you agree that your personal information will be disclosed to RACS. You also agree that you are responsible for the personal information you choose to submit to RACS. When engaging with RACS in this process or making any other disclosure of personal information, you acknowledge that RACS may use and collect this personal information.

RACS will deal with your personal information in accordance with the RACS Privacy Policy, the Privacy Act 1988 (Cth) and Privacy Act 1993 (NZ) as amended from time to time. A copy of the RACS Privacy Policy can be obtained by emailing college.privacy@surgeons.org

Name	
Signature (electronic ok)	
Date	

Please email your signed and completed form to complaints@surgeons.org and you will receive acknowledgement within 3 business days.

We appreciate that this can be a difficult process and would therefore like to provide you with the details of the following support services.

Converge International Support Services

This is a free confidential service available for Fellows, Trainees, Specialist International Medical Graduates of RACS and their families. Converge International can be contacted anytime by calling 1300 687 327 in Australia, email eap@convergeintl.com.au.

For New Zealand or overseas residents please call +61 3 8620 5300 or visit the website www.convergeinternational.com.au

Beyond Blue - Australia

Beyond Blue offer 24 hours/7 days a week support service and can be contacted on 1300 224 636 or visit their website www.beyondblue.org.au

Lifeline Aotearoa - New Zealand

Lifeline Aotearoa's helpline and textline provides 24/7, confidential support from qualified counsellors and trained volunteers and can be contacted on 0800 543 354 or visit their website www.lifeline.org.nz

We thank you for contacting RACS.