



JustAutomotive recruitment

Just Automotive Recruitment Consultation, Communication & Issue Resolution Procedure

Creation Date: 10 July 2012

Version: 001

Issuer: D Robinson

This form is to help you make a complaint about a breach of the Employment Policies of Just Automotive Recruitment. Please identify which of our Policies have been breached in order to help us assess and manage this claim.

A. About You – The Complainant

Your details - please only provide the contact details that you are happy for our staff to use to contact you.

Mr Mrs Miss Ms Dr

*First Name: *Surname:

Name of Company (If applicable) :

*Mailing Address:

*Postcode: *Email:

*Contact Phone Number:

Mobile Number:

B. About the Person, or situation you are complaining against – The Respondent

Please provide as much detail as you can.

*Agency Name:

*Person Name:

*Address/Suburb:

*State:

*Situation:



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C. Nature of Complaint

****Please enter the information sufficient to describe the nature of the complaint and how it has impacted you / your business. We need to know:***

- Where it happened (Location, e.g. state & suburb);
- The facts about what happened in chronological order (include dates);
- Who did it (including the names of any people concerned in relation to this complaint);
- How and when you found out about it;
- Copies of supporting evidence, such as terms of business, contracts, records of conversations, and any supporting correspondence;
- Details of how you wish this matter to be resolved;
- Any other relevant details.

If there is insufficient room above please provide further information on an additional page.

D. Relevant Dates

****Please provide the relevant dates of this occurrence***

E. How has this affected you/your business

F. Resolution of this matter

****Please indicate what would be a satisfactory resolution of this matter from your perspective.***

G. Documents

****Please provide Just Automotive Recruitment copies of any documents that may help us to investigate your complaint (for example, Terms & Conditions/Relevant contracts, if applicable to the complaint, or any written correspondence or records of conversations you have had in relation to the complaint.***



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H. Confidential Information

Please identify any information provided in this form or in documents you are forwarding that you consider is confidential (i.e. may not be used or disclosed without your consent or that of another person) and say why you believe it is to be confidential. Please state the nature of any restriction that you wish to place on its use or disclosure

I. Collection Notice

You have provided JAR with personal information in connection with a grievance that you have brought to JAR's attention. Further personal information about you may be collected from parties or other persons in the course of JAR's handling of the grievance. The information will be used for the purposes of handling the grievance.

The information may be disclosed to:

- JAR's office holders, employees and professional advisors;
- Any respondent to the grievance and their professional advisors;
- Witnesses contacted in connection with the handling of the grievance;
- An arbitrator or other person engaged in a dispute resolution capacity in connection with the grievance.

Collection, use and disclosure of the information will be in accordance with Just Automotive Recruitment's Privacy and Disclosure Policy.

You may be requested to provide information from time to time. If you do not provide the information Just Automotive Recruitment may not be able to assist you in handling your grievance and your grievance may be dismissed.

Please return all correspondence to:

Donna Robinson at (donna@justautomotiverecruitment.com.au), or Post to

Donna Robinson
Just Automotive Recruitment
Suite 1, 1 Pitt Street
Loftus NSW 2232
Australia