FICS
INTERNATIONAL FEDERATION
OF SPORTS CHIROPRACTIC

LODGMENT FORM for a Complaint/Grievance with FICS:
The process for managing complaints/grievances is outlined in the
FICS complaints policy. A complaint may be received verbally or in writing.

By phone: Please call our administrative office at +61 417.324.384 to either lodge the complaint/grievance or to request the contact details of the Secretary General, preferred Executive officer, or the appropriate Commission Chair.

By email: Please send your email to admin@ficsport.org to either lodge the complaint/ grievance or request the contact details of the Secretary General, preferred Executive officer, or the appropriate Commission Chair.

If you do not have sufficient space, please attach additional pages. FICS will treat this information confidentially, however you should be aware that if your complaint is about another person, it may become necessary to disclose your identity and/or complaint, as well as to conduct a formal investigation. Should such a disclosure become necessary, it will be only to the person(s) with a need to know your identity or the details and nature of the complaint.

COMPLAINT/GRIEVANCE SUBMISSION FORM

Date:

PERSONAL INFORMATION

Your Name:

Your Contact Details:

Your Organization/Department:

Your Position:

INFORMATION ABOUT YOUR COMPLAINT/GRIEVANC

Is this complaint about another person   No   Yes:
If yes, identify the person, their position and how they relate to you.

Provide specific details of your complaint. *Please provide as much detail as possible – for example, what happened, when (give approximate times and dates), who was there etc. If you require more space, please attach additional pages*

What impact has this had on you?

Has this happened before?   No   Yes

If yes, please provide details.

What outcome/remedy are you seeking to resolve your complaint? *For example, an apology*

What is your preferred method for dealing with the complaint?

Informal Complaint Procedure   Formal Complaint Procedure

Have you taken any action to resolve your complaint?   NO   YES

If yes, describe what you have done so far.

Is there any other information you would like to include?