

FCA MEMBER STANDARDS COMPLAINT FORM

To lodge a complaint against a Franchise Council of Australia member, this form should be completed, signed and returned by email to complaintsofficer@franchise.org.au. By signing this form, the Complainant:

1. Confirms that all information below is true and correct to the best of the Complainant's knowledge;
2. Acknowledges that the FCA's complaint management process is confidential;
3. Agrees not to make any public comment about the complaint whilst it is investigated by the FCA;
4. Consents to a copy of this form being provided to the Member and to any officer of the FCA or any member of the FCA Ethics Committee;
5. Acknowledges that this form is accepted by the FCA solely on the basis that the Complainant agrees that neither the FCA, the FCA Ethics Committee nor any FCA employee or representative shall have any liability to the Complainant in relation to the complaint or any matter arising out of or connected with the complaint.

Signed by the Complainant this day of 202

Details of person complaining ("the Complainant")	Name:
	Address:
	Telephone:
	Email:
Name of FCA member the subject of this complaint ("the Member")	
Summary of the complaint (Please keep under 500 words. More information may be requested by the FCA at a later stage.)	

<p>Please identify the specific Standard/s you consider to have been breached by referring to the FCA Member Standards:</p> <p>https://www.franchise.org.au/member-benefits/fca-member-standards/#</p>	Standard
	Standard
	Standard
	Standard
	Standard
<p>What action do you consider would resolve this complaint.</p>	
<p>Are you able to provide specific examples to support your complaint(s)?</p>	