

Accredited Grain Surveyor Assurance Scheme *Grievance and Complaint Form*

Information about making a complaint.

Completion of this form

In accordance with the *AGSA Complaint Handling and Investigation Policy*, you may make a complaint against an Accredited Marine Surveyor by completing this form and submitting it to AIMS by email (see the information in relation to submission of this form below).

Please complete this form with all the requested information and, if there is insufficient space on this form for you to provide all of the relevant information and details, please provide those details on a further page and submit those pages to AIMS together with this form.

In the event that AIMS is unable to understand or read the information included in this form, AIMS may be unable to assess, investigate and determine the matter. For this reason, please ensure that this form is completed in a manner that is legible and able to be clearly read and understood by AIMS.

You are required to certify at the end of this form that the information you have provided is accurate and true. For this reason, please ensure that you provide honest responses and include all relevant details and information.

If you have any questions in relation to the completion of this complaint form, please contact AIMS.

Submission of this form

You must submit the completed form, together with any additional pages and all evidence in support of your complaint, to AIMS by email to grain@aimsurveyors.com.au.

Please include the words “**New Complaint Submission**” in the subject line of your email so that the matter can be actioned promptly by the appropriate persons.

Investigation of complaint

Please note that, in accordance with the *AGSA Complaint Handling and Investigation Policy*, AIMS is required to assess your complaint submission **only if it meets all of the following criteria**:

1. the complaint relates to the conduct of a Marine Surveyor who:
 1. is currently accredited by AIMS under the AGSA Scheme; **and**
 2. who was accredited by AIMS under the AGSA Scheme at the time that the conduct occurred; and
2. the conduct occurred:
 - (a) after 1 July 2023; **and**
 - (b) within the last 12 months (counted from the day you submit this form to AIMS by email).

If your complaint satisfies all of this criteria, then AIMS will assess the complaint in accordance with the *AGSA Complaint Handling and Investigation Policy*.

AIMS encourages you to read the policy and ensure that you are familiar with the processes and considerations that AIMS makes when assessing, investigating and determining a complaint.

Your Privacy

Your privacy is very important to AIMS. For this reason, AIMS will not disclose the personal information you provide in this form to the respondent or any person who is not involved in, and required for the purposes of, assessing, investigating and determining the complaint (or subsequently reviewing the determination) without your knowledge and consent.

The personal information which you provide when completing this form will be accessible to the person(s) responsible for handling complaints at AIMS, to the Decision Maker appointed in accordance with the *AGSA Complaint Handling and Investigation Policy*, and to the Board of Directors of AIMS (except where the complaint is made in respect of one of those persons, in which case that person will not be provided with access to your personal information).

Information about the substance of the complaint, such as the behaviour or conduct of the respondent as described by you and the specific allegations that you raise against the respondent, will be communicated to the respondent by AIMS, however **this complaint form and your personal information (including your name) will not be provided to the respondent under any circumstances without your knowledge and consent** (which you are not obligated to provide).

If you have any questions or concerns about the disclosure of your personal information, please contact AIMS.

Complaint Information

In this form, fields marked with an asterix (*) indicate that a response is required.

Your personal information

Your full name*	
Your occupation*	
If the complaint is made by you on behalf of a company or other entity, please provide the details of that entity and your authority to make this complaint on its behalf . (i.e. Company name and your position title.)	
Your email address*	
Your best contact number*	
Your alternate contact number	
Your personal address*	
Have you been an Accredited Marine Surveyor under the AGSA Scheme at any time in the last five years?*	Yes Accreditation ID Number: _____ No Unsure
Are you currently an Accredited Marine Surveyor under the AGSA Scheme?* (If yes, please provide your Accreditation ID Number)	Yes Accreditation ID Number: _____ No Unsure

Respondent's information

The 'respondent' is the person who this complaint is made against.

If you are making a complaint against a business entity please ensure that the legal business name and ABN number are provided.

If you are making a complaint against more than one person about the same circumstances, please provide a further page with the details of each respondent.

If you are making a complaint against more than one person, but each person's conduct or the circumstances of the complaint about each of those persons is different, please complete a separate complaint form in relation to each person.

Respondent's full name or legal trading or business name*	
Respondent's state or territory of residence or business operational head office* (so far as is known)	QLD NSW VIC ACT NT TAS SA WA Other (please specify)
Is the respondent an Accredited Marine Surveyor under the AGSA scheme or a business that employs or contracts Accredited Marine Surveyors* (If yes, please provide the respondent's Accreditation ID Number)	Yes Accreditation ID Number: _____ No Unsure
Your relationship with the respondent* (please include details of any personal relationship you have or have had with the respondent. AIMS notes that this forms part of your personal information and will be protected for your privacy).	

Details of conduct complained of

Date(s) upon which the conduct occurred*	
Was the respondent or business entity listed on the Accredited Grain Surveyor list on the date(s) listed above?*	Yes No Unsure
Which of the following does the conduct relate to?* (please select all that apply)	Compliance with the Plant Rules Performance of Bulk Vessel Survey Unprofessionalism or unethical behaviour(s) Criminal conduct Harassment/bullying/abusive behaviour Fraud or bribery Failure to comply with AGSA Policy Other
Please provide a brief summary of the conduct*	
Please provide details of the circumstances of the conduct and the complaint*	

<p>Please list all of the evidence which you are able to provide in support of your complaint*</p> <p>NOTE - If 'Other' is selected a separate page outlining your concerns or complaint and any evidence you have may be attached</p>	<p><i>(Tick all that apply and add to the list as necessary)</i></p> <p>Witness statement(s)</p> <p>CCTV Footage</p> <p>Photographic evidence</p> <p>Video evidence</p> <p>Other (please specify):</p>
<p>Have you discussed the conduct or the circumstances of the conduct with the respondent?*</p> <p>(If yes, please provide details of that communication and copies of any documents recording that communication).</p>	<p>No</p> <p>Yes</p> <p>Details:</p>
<p>Have you discussed the conduct or the circumstances of the conduct with any marine surveyor or person involved in the marine surveying industry in Australia?*</p> <p>(If yes, please state the full name(s) of the person(s) or organisation you have discussed the matter with to date).</p>	<p>No</p> <p>Yes</p> <p>Details:</p>
<p>Please include any other information that you consider may be relevant to the complaint that you think AIMS should be made aware of</p>	

Certification

I, _____, certify that:

1. The information provided by me in this form is true and complete to the best of my knowledge and belief.
2. I have evidence to support the allegations made in this complaint, and I believe that evidence to be credible and reliable.
3. I have read the *AGSA Complaint Handling and Investigation Policy* and agree to participate in the process set out in that policy in good faith and in cooperation with AIMS.

Date: _____

Signature: _____

Name: _____

Agreement between you and AIMS

I, _____, agree with AIMS in respect of the following matters:

1. I acknowledge that AIMS will rely upon this certification and the information I have provided in this form and its accompanying documents.
2. I agree to inform AIMS immediately in writing if I become aware:
 - (a) that any information or documents provided by me in relation to this complaint is or are not true or complete; and
 - (b) of any further information that is relevant to the complaint.
3. I acknowledge and agree that the matters which are the subject of the complaint should be kept private and not made public while the complaint is being investigated by AIMS, and I acknowledge that AIMS' ability to investigate and determine the complaint may be negatively impacted or hindered if the matters are made public during this time.
4. I acknowledge that AIMS:
 - (a) is not required to investigate any complaint that does not satisfy the criteria set out in the *AGSA Complaint Handling and Investigation Policy*; and
 - (b) is not responsible for, and cannot, investigate or determine complaints in relation to criminal conduct; and
 - (c) does not have the power or ability to recover any compensation or damages from any person (including the respondent) for loss and damage suffered by me.
5. I indemnify, and will keep indemnified, AIMS from any and all claims (whether past, present or future) which are or may be brought against them by any person in respect of this complaint where the claims arise from, or in connection with:
 - (a) any false, misleading, deceptive, inaccurate or incomplete information provided by me upon which AIMS has relied, whether or not such information was provided by me negligently, recklessly, knowingly or unknowingly;

- (b) any abuse of process or use of a process or procedure by me in bad faith or for an improper purpose;
and
- (c) any acts or omissions which I take or omit to take in respect of this complaint.

Date: _____

Signature: _____

Name: _____

Complaint checklist

Prior to submitting this form, please ensure that you have completed the following:

- I have reviewed the *AGSA Complaint Handling and Investigation Policy*.
- I have completed this form in accordance with the instructions, including by providing a response to all required fields.
- Where necessary, I have included further information on additional pages.
- I have compiled all of the evidence in support of my complaint.
- I have completed and signed the certification.
- I have completed and signed the agreement with AIMS.

Next Steps

Please ensure that you submit this form and all accompanying documents by email in accordance with the instructions in this form and the requirements of the *AGSA Complaint Handling and Investigation Policy*.

If further information or evidence is required, AIMS will contact you and request that you provide that further information or evidence within a specified time period.

Please note that you will be informed once your complaint is being referred for investigation by AIMS, however you will not be informed of the outcome of the investigation or the determination of the complaint.