

## Supply Nation Complaint Form

Supply Nation members, registered businesses and Certified Suppliers (collectively “members/suppliers”) must comply with the [Supply Nation Member and Supplier Code of Conduct](#) (the “Code”). A written complaint using this complaint form may be submitted to Supply Nation where there are allegations of non-compliance with the Code. If a complaint form is not completed, Supply Nation may not be able to deal with the complaint.

Supply Nation recognises that complaints are generally made in good faith. All complaints are taken seriously and given careful and respectful consideration, but Supply Nation will not respond to frivolous or vexatious complaints. Supply Nation will use the information submitted to assess the complaint and determine whether to investigate. Supply Nation is under no obligation to investigate a complaint.

Where Supply Nation investigates a complaint, it will usually provide a copy of the complaint (excluding contact details) to the person or organisation the subject of the complaint and, if necessary, other parties with relevant information about the complaint. By completing and submitting this form the complainant consents to Supply Nation using the information submitted for these purposes. For further information please call 1300 055 298.

Personal information will only be disclosed or used by Supply Nation in accordance with the [Supply Nation Privacy Policy](#) or as permitted by law.

### Part A – Who is making the complaint (the complainant)?

#### Complainant details:

Supply Nation Member/Supplier?	YES/NO (circle one)
Name of person or organisation	
ABN of organisation	
Name of contact person	
Address	
Email	
Phone	
Mobile	

### Part B – Which member/supplier is the complaint about?

Supply Nation Member/Supplier?	MEMBER/SUPPLIER (circle one)
Name of person or organisation	
ABN of organisation	
Name of contact person	
Address	
Email	
Phone	
Mobile	
What is the relationship between the complainant and the member/supplier?	
Note: If the complaint is about more than one person or organisation, please provide information about each additional person or organisation	

### Part C – How has the member/supplier failed to comply with the Supply Nation Code of Conduct?

When did the alleged event/s happen?	
What are the details of the complaint?	
How has the member/supplier listed in Part B failed to comply with the Supply Nation Member/Supplier Code of Conduct?	
Has the complainant approached the member/supplier about the complaint?	
If so, provide details of the contact and member/supplier response	
Supporting documents, if any	
How does the complainant wish the matter to be resolved?	

### Part D – Lodging the complaint

Name/Signature:	
Date:	

Please send the complaint form to Supply Nation by:

**Post:** Supply Nation  
GPO Box 1494  
Sydney NSW 2001

**Fax:** +61 (2) 8332 7899

**Email:** [info@supplynation.org.au](mailto:info@supplynation.org.au)