



NEW ZEALAND FEDERATION OF  
 FAMILY BUDGETING SERVICES (INC.)  
 TE RŌPŪ PENAPENA PŪTEA  
 WHĀNAU O AOTEAROA

For Official Use Only Complaint Number: Date Complaint Received:
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# COMPLAINT FORM

All people who are members of budget services affiliated to the New Zealand Federation of Family Budgeting Inc. agree to abide by a Federation grievance procedure, which aims to investigate and settle all complaints arising from budgeting activities. Only written complaints can be accepted for investigation and this form is offered to assist you to put your complaint in writing.

Date:

<b>Name:</b>	
<b>Address</b>	
<b>Telephone Number (daytime)</b>	
<b>Telephone Number (evenings)</b>	
<b>Other Contact Details</b>	

<b>What is your Complaint?</b>	

<b>Date The Incident That This Complaint Is About Occurred</b>	
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<b>Who have you already spoken/written to about your complaint?</b>	

<b>What result or what action do you want as a consequence of this complaint?</b>	

The Federation's grievance procedures provide that where resolution of a grievance or other complaint cannot be negotiated an independent, agreed arbitrator will decide the matter.

<b>Are you prepared to attempt to negotiate a settlement of your grievance or complaint?</b>	YES/NO
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<b>Are you prepared to accept the decision of an independent, agreed Arbitrator, even if this relates to sharing of resultant costs arising from this complaint?</b>	YES/NO
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<b>Signature of Complainant:</b>	
<b>Date Complaint Lodged</b>	

It is expected that the person who this complaint is referred to for investigation will make contact with you within seven days for initial discussions.