



YMAC COMPLAINT / REVIEW PROCESS FOR EXTERNAL PARTIES

About a Board of Directors' decision:

- Send a written request for review to the YMAC Secretary (see contact details at the bottom of this page) within twenty-eight (28) days of the decision.
- You will get a written response explaining the reasons for the decision. The response does not need to include any information which:
 - Was supplied to the Board in confidence,
 - Could be defamatory,
 - Was supplied under relevant traditional laws and customs,
 - Should not be provided to the complainant.
- If you do wish to challenge the original decision, fill out the 'Application for Internal Review' form (see over the page) and send it within twenty-eight (28) days, together with the reasons for your complaint, to the Secretary.

Following the receipt of a fully completed Application for Internal Review form, the decision will then be reviewed by the later of either:

- three (3) months OR
- the next Board meeting

You will be advised of the date of the review.

The review is conducted by the Board of Directors or the two Chairpersons (Yamatji and Pilbara).

The Directors may invite you to attend the review to present further evidence as required.

On completion of the review, you will be provided with a written statement outlining the review's outcome and the reasons for it.

The notification of the decision will address all of the points raised in your complaint.

Further action:

- If you are unhappy with the outcome of the review, you should seek independent legal advice. A list of organisations providing free or low cost legal advice is available from the Registrar of the Federal Court in Perth.
- If you get to the end of the complaint/review process and are still not satisfied with the outcome or the way in which your complaint was handled, you can refer it to the Department of Prime Minister and Cabinet (DPMC).

Where to direct complaints:

Geraldton PO Box 2119, Geraldton WA 6531 T (08) 9965 6222 F (08) 9964 5646	Hedland PO Box 2252, South Hedland WA 6722 T (08) 9160 3800 F (08) 9140 1277	Perth PO Box 3072, 249 Hay Street, Perth WA 6892 T (08) 9268 7000 F (08) 9225 4633
--	--	--



APPLICATION FOR INTERNAL REVIEW

Your details:-

Name: _____

Address _____

Phone: _____

Mobile: _____

Your complaint:-

Office/Region: _____

Claim Group: _____

Decision you would like reviewed:

Your complaint is:

Signature: _____

Date _____