

# GOT A COMPLAINT?

If you have a complaint against a corporation don't just jump up and down



**First check the corporation's rule book**

It might have the answer you are looking for!



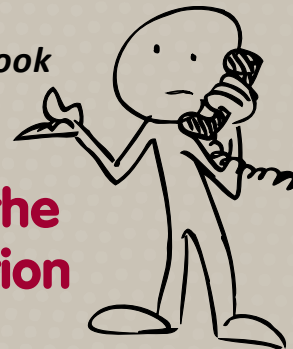
Australian Government

Office of the Registrar of Indigenous Corporations

*If the rule book can't help...*

**Contact the corporation**

A simple phone call or visit to the corporation can sometimes fix things



[www.oric.gov.au](http://www.oric.gov.au)

To see the corporation's rule book go to the public register, put in the corporation's name or ICN number and look under 'documents'.



## Contact ORIC



Freecall 1800 622 431  
(not free from mobiles)



Email [info@oric.gov.au](mailto:info@oric.gov.au)



Fax 02 6133 8080



Post PO Box 29  
Woden ACT 2606

# STILL NOT HAPPY ...

## Let the Registrar know about it

You can phone ORIC directly but it's better if you can put your concerns in writing

ORIC will either:

- ask for more information or
- give you advice about your complaint (based on the corporation's rule book and the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (CATSI Act)).

Complex complaints may take longer to examine, but ORIC will keep you informed of progress.



## If the Registrar cannot help

ORIC will suggest other options—for example, you may be referred to another agency or advised to seek independent legal advice.

