



cfa.vic.gov.au

CFA Resolution Support Form

Reporting a Concern

If you have a concern, complaint, or allegation, please complete this reporting form

You can also report concerns, complaints, and allegations via our external reporting service:

This service is available from 8.00am to 11.00pm, seven days a week by calling 1300 933 977.

When you call this number, the call-taker will answer the call, "Grapevine Hotline what organisation are you calling from".

This service is available to all members who may want to speak to someone external to CFA about concerns relating to inappropriate behaviour.

This service also offers support in submitting complaints and making referrals to CFA where individuals may want some level of anonymity in doing so.

Your (Complainant) Personal Details

| | | | |
|-----------------|--|----------|--|
| First Name: | | Surname: | |
| Preferred Name: | | | |

Contact Information

| | | | |
|---|--|----------------------------------|--|
| Best Contact Phone Number: | | Preferred contact times (am/pm): | |
| Email address | | | |
| Your Postal address (for contact purposes) | | | |
| Preferred method of contact <i>(Note, email is the default communication channel for correspondence)</i> | | | |

Details of Your Complaint

| | |
|--|--|
| Who is/are the complaint(s) about ? (Please outline name of the person(s) and their position/rank/brigade if known) | |
|--|--|

Provide description of your complaint(s) with as much detail as possible, including dates/times, what happened which is of concern, and who was involved:

