

6A. Raise a concern about a charity



Purpose

Use this form to tell the ACNC if you have a serious concern about a charity.

> You can also raise a concern about a charity by telephoning the ACNC or sending us your concern in writing.

The ACNC does not deal with all concerns relating to charities, and gives priority to dealing with certain kinds of concerns. For more information, see our [Complaints about charities policy](#).

Instructions

- This form is fillable on your computer using the free [Adobe Acrobat Reader](#).
- You can also choose to print the blank form and fill it out by hand.
- Answer as many questions as you can.
- Attach any additional information to this form (for example, if you need more space).

Section A: Charity information

> This information will help us to identify the charity that is the subject of your concern. You will find this information on the [ACNC Register](#).

1 What is the charity's Australian Business Number (ABN), if known?

2 What is the charity's name?

If possible, provide the charity's formal name as it appears on the ACNC Register.

3 Are there any other details that will help us identify the charity?

Section B: About you

4 What is your relationship, if any, to the charity? (for example, volunteer, client, staff member)

5 Your contact details

> Providing your contact details is optional, but will assist us should we need to contact you for additional information to evaluate your concern.

This information is for the ACNC's use only. Your personal details will not be provided to the charity that is the subject of your concern.

Title

Mr Mrs Miss Ms Other

Family name

Given name(s)

Preferred phone number (landline or mobile)

Email address (preferred)

Postal address (street address or PO Box)

Suburb or town

State

Postcode

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Section C: Your concern

➤ Providing this information is important to help the ACNC understand your concern and decide whether we will take action. If we decide to take the matter further, this information may be provided to the charity unless you indicate otherwise.

6 Explain your concern about the charity

Provide as much detail as you can. Information that is useful includes:

- the nature of your concern
- how you learnt of the concern
- past events and dates
- names of people involved, including any individuals who can support your version of events or have expressed similar concerns
- documents or other evidence that would support your concern
- whether you have raised this concern with anyone else, including the charity itself or a government agency
- how you want the matter to be resolved.

Attach more pages if required.

➤ Thank you for raising your concern with the ACNC. We will notify you when we have received and evaluated your concern. In some cases, we may contact you for additional information. However, the ACNC Act prevents us from telling you about what, if any, response we decide to take.

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Section D: Privacy and lodgement

Privacy

We are collecting the information in this form for the purpose of administering the *Australian Charities and Not-for-profits Commission Act 2012* (Cth). We will use this information to evaluate your concern. You are not required by law to provide us with any of the information requested on this form. However, providing this information will assist us in evaluating your concern. Where authorised to do so, we may give this information to other agencies (for example, through the Charity Passport). Your personal details will not be provided to the charity that is the subject of your concern.

The ACNC's privacy policy is available on our website (www.acnc.gov.au). The policy contains important information about how you can access and request correction of information we hold about you, how you may complain about a breach of the Australian Privacy Principles and how the ACNC will deal with any privacy complaint. If you have any questions, our contact details are advice@acnc.gov.au, 13 22 62 or GPO Box 5108 Melbourne Victoria 3001.

Lodging this form

Email it to:
charityconcern@acnc.gov.au

Send it to:
**Australian Charities and Not-for-profits Commission
GPO Box 5108
MELBOURNE VIC 3001**

Fax it to:
1300 232 569

For information call Advice Services on:
13ACNC (13 22 62)