



# NCAT Complaint Form

If you wish to complain about the service you received from NCAT, please read the [NCAT Complaints Policy](#) before completing this complaint form.

## INSTRUCTIONS ON HOW TO LODGE A COMPLAINT

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Use the following instructions to lodge a complaint against a Tribunal Member, Conciliator, Mediator or Registry staff, our service or process.

1. You should only use this form to make a complaint if you want the Tribunal to respond and take some action as a result of your complaint. If you do not want the Tribunal to respond or take action, you can use the [NCAT Feedback Form](#) available on the NCAT website.
2. You can complain about the conduct of a Tribunal Member, Conciliator, Mediator, Registrar or staff member. You can also complain more generally about the service you received or a process.
3. If you are dissatisfied with a decision of the Registrar or the Tribunal and want it challenged, you should challenge the decision by lodging an appeal against the decision, applying for leave to appeal or applying to have the decision set aside or varied. Learn more about [appealing against a decision](#).
4. A complaint must be in writing and cannot be anonymous.
5. Identify what you are complaining about and describe the factual basis for the complaint. Set out the dates and places of hearing if these are relevant.
6. Make a copy of your complaint before you send it to NCAT.
7. Send the original complaint form marked attention to the Principal Registrar:

NSW Civil and Administrative Tribunal  
Principal Registry  
PO Box K1026  
HAYMARKET NSW 2000

or

Email: [ncatenquiries@ncat.nsw.gov.au](mailto:ncatenquiries@ncat.nsw.gov.au)

**Note:** NCAT is not responsible for government policy or the law itself and as a result may not be able to respond to complaints about those matters.

## YOUR DETAILS

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**Full name:**

**Postal address:**

**Daytime telephone:**

**Email address:**

## DETAILS OF NCAT PROCEEDINGS

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Provide details of NCAT proceedings if applicable.

**NCAT File Number**

**Division (list):**

## **EVENTS OR CIRCUMSTANCES ABOUT WHICH YOU COMPLAIN**

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Identify what you are complaining about and describe the factual basis for the complaint. Set out dates and places of hearing if these are relevant.

## **OUTCOME FROM YOUR COMPLAINT**

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**NOTE:** If you want a decision of the Registrar or the Tribunal changed, you should challenge the decision by lodging an appeal against the decision, applying for leave to appeal or applying to have the decision set aside or varied, rather than lodging a complaint.

**What action do you want taken as a result of this complaint?**

## **SIGNATURE**

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Complainant's name and signature.

**Name**

**Signature**

**Date**