

## **12. Complaint**

- (1) Any person may lodge with the Registrar a written complaint alleging that —
  - (a) the registration of an industrial agent may have been improperly obtained; and
  - (b) at the time when the application for registration of an industrial agent was granted, there may have been grounds for refusing the application.
- (2) A client of an industrial agent may lodge with the Registrar a written complaint alleging that the industrial agent may have failed to comply with a condition to which the registration was subject.
- (3) A complaint under subregulation (2) is to be lodged within 28 days of the client becoming aware of the facts of the matter giving rise to the alleged failure to comply or, if the Registrar is satisfied that the circumstances of the complaint are exceptional, within such later time as the Registrar may allow.
- (4) A complaint is to be in the form of a statutory declaration specifying —
  - (a) the name and address of the complainant; and
  - (b) the grounds of the complaint.