



Complaints Form

Making a complaint about a Commonwealth-registered marriage celebrant

Before making a complaint, please read the information on the '[Complain about a marriage celebrant](#)' [webpage](#) (available at www.ag.gov.au/marriage), which outlines the complaints process, including the types of complaints we can deal with and possible outcomes.

You can use this form to make a complaint about a **Commonwealth-registered marriage celebrant** to the Registrar of Marriage Celebrants. If you are unsure whether the celebrant is a Commonwealth-registered marriage celebrant, you should check the [List of Commonwealth Registered Celebrants](#).

If your complaint is about a [Minister of Religion of a recognised denomination](#), please direct your concerns to your [state or territory registry of births, deaths and marriages](#).

The Registrar of Marriage Celebrants has no power to compel a celebrant to provide a complainant with compensation or a refund for services. If you are seeking a refund, please visit the Australian Competition and Consumer Commission (ACCC) website at www.accc.gov.au/consumers, where you can use an online tool to identify the state or territory consumer affairs body that may be able to assist you with your consumer complaint.

PRIVACY NOTICE

This form collects personal information for the purposes of managing a complaint against a marriage celebrant. This information may also be used for the performance review of, or disciplinary measures against, a marriage celebrant.

The department is bound by the provisions of the *Privacy Act 1988*, including the Australian Privacy Principles (APPs). Your personal information will be handled in accordance with the department's obligations under this Act.

Under the Marriage Regulations 2017, the Attorney-General's Department must disclose information about the details of this complaint to the marriage celebrant to which the complaint relates, including any supporting documents you provide. Your contact details will be removed before we provide a copy of the complaint to the marriage celebrant. The Registrar may also need to contact you to request further information in relation to the complaint.

In addition, the department may need to collect and use personal information from, or disclose personal information to, the following entities:

- the marriage celebrant

- the registry of births, deaths and marriages in the state or territory where any marriage referred to in the complaint was solemnised
- any law enforcement authorities
- other government departments assisting the department in the conduct of its functions (including, but not limited to, the Department of Home Affairs, the Department of Foreign Affairs and Trade or the Commonwealth Director of Public Prosecutions)
- other areas within the Attorney-General's Department
- any other body where there is a legal obligation to do so.

The AGD privacy policy is available at www.ag.gov.au/Privacy. If you wish to access or seek correction of your personal information or make an enquiry or complaint about your privacy, you may contact the departmental Privacy Contact Officer on 02 6141 6666 or by emailing privacy@ag.gov.au or writing to:

Privacy Contact Officer
Attorney-General's Department
3–5 National Circuit
BARTON ACT 2600

Part A: About you

Preferred salutation: _____ Other: _____
Name: _____

Your contact details

Daytime phone or Mobile: _____
Email or Postal address: _____

Part B: About the marriage celebrant

Preferred salutation: _____ Other: _____
Name: _____

I have confirmed that this person is a Commonwealth-registered celebrant ☐

Marriage celebrant's contact details

Daytime phone or Mobile: _____
Email: _____

Website:

Postal address (if email not known):

Part C: About the marriage (or proposed marriage)

Couples' Details

Names

Date of marriage (or proposed marriage):

Part D: Efforts to resolve your complaint

Please outline any steps you and/or the marriage celebrant have taken to try to resolve this complaint:

What (if anything) was the outcome?

Have you tried to resolve this complaint by other formal means? Yes ☐ No ☐

Have you made an official complaint about this to anyone else? Yes ☐ No ☐

Has this complaint been the subject of legal action? Yes ☐ No ☐

If you answered yes to any of these questions, please provide details:

Part E: About your complaint

Possible reasons for your complaint

One or more of the following may be a reason for your complaint. You will be asked to provide evidence to support any issues you select.

The marriage celebrant I am complaining about:

- ☐ Did not provide a high standard of service or was unprofessional.
- ☐ Did not respect the couple's privacy or confidentiality.
- ☐ Made mistakes on the marriage paperwork.
- ☐ Breached the Code of Practice for marriage celebrants in any other way.

A copy of the Code of Practice is available on the [‘Your responsibilities as a marriage celebrant’ webpage](#) of our [website](http://www.ag.gov.au/marriage) (www.ag.gov.au/marriage).

- ☐ Did not lodge the marriage documents with the registry of births, deaths and marriages of the state or territory where the marriage took place (a marriage celebrant must do this within 14 days of the ceremony).
- ☐ Did not ensure that each party to the marriage was capable of giving, or gave, real consent to marry.

If you have another complaint not listed above, please provide a brief description (including identifying any relevant part of the Code of Practice or marriage law that was breached):

What happened?

Please describe the events or issues that you wish to complain about. If you need more space, please attach another page.

Evidence which supports your complaint

Please attach copies of any documents which support your complaint. These might include emails, witness statements, the written agreement between you and the marriage celebrant, or photographs showing the issue/s you are complaining about.

Please list the items you are attaching in support of your complaint.

What outcome are you seeking?

If the Registrar finds that your complaint is well-founded, the Registrar may make a recommendation about the celebrant's future conduct or actions or take disciplinary action against the celebrant. Possible disciplinary actions include issuing a written caution, requiring the marriage celebrant to undertake professional development activities, suspension for up to 6 months or de-registering the marriage celebrant. The Registrar will generally only consider suspending or deregistering a marriage celebrant where there has been a serious or ongoing breach of the *Marriage Act 1961* or the Marriage Regulations 2017.

As advised above the Registrar of Marriage Celebrants has no power to compel a celebrant to provide a complainant with compensation or a refund for services.

What outcome are you seeking from the complaints process?

Part F: Send us your complaint

Please send your complaint by email to marriagecelebrantssection@ag.gov.au or post it to:

The Registrar of Marriage Celebrants
Marriage Law and Celebrants Section
Attorney-General's Department
3-5 National Circuit
BARTON ACT 2600

Next steps

You will be contacted to acknowledge receipt of your complaint. The Registrar will then consider whether to deal with the complaint.