



Complaints Form

Making a complaint about a Commonwealth-registered marriage celebrant

Before making a complaint, please read our factsheet *Marriage Celebrants Programme – Complaints process* (available at www.ag.gov.au/marriage), which outlines the complaints process, including the remedies available and the types of complaints we can deal with.

You can use this form to make a complaint about a **Commonwealth-registered marriage celebrant** to the Registrar of Marriage 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](#).

If you are unsure whether the marriage celebrant is a Commonwealth-registered marriage celebrant, you should check the [Register of Marriage Celebrants](#). The Register can be accessed on this Department's website at www.ag.gov.au/marriage. Click on 'Register of Marriage Celebrants'.

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.

Under the Marriage Regulations 1963, the Attorney-General's Department is required to collect personal information about the complainant, including your name and contact details. The department must also disclose information about the details of this complaint to the marriage celebrant to which the complaint relates, including your name and any supporting documents you provide. Your contact details will be removed before we provide the information to the marriage celebrant. **If you do not provide your personal information in this complaint form, we may not be able to progress your complaint.**

In addition, the department may need to collect and use personal information from the following entities. Personal information may also be disclosed to:

- 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 Immigration and Border Protection, 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 2660 or via email at privacy@ag.gov.au.

Part A: About you

Preferred salutation: _____ Other: _____

Name: _____

Your contact details

Daytime phone: _____ Evening phone: _____

Email: _____

Postal address: _____

State: _____ Post code: _____

Part B: About the marriage celebrant

Preferred salutation: _____ Other: _____

Name: _____

Marriage celebrant’s contact details

Daytime phone: _____ Evening phone: _____

Email: _____

Website: _____

Postal address: _____

State: _____ Post code: _____

Part C: About the marriage (or proposed marriage)

Bride's name: _____

Groom's name: _____

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. If you need more space, please attach another page:

What (if anything) was the outcome? If you need more space, please attach another page:

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. If you need more space, please attach another page:

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.
- breached the Code of Practice for marriage celebrants.

A copy of the Code of Practice is available on the 'For Commonwealth-registered marriage celebrants' page of our website www.ag.gov.au/marriage.

- did not respect the couple's privacy or confidentiality.
- made mistakes during the marriage ceremony.
- made mistakes on the marriage paperwork.
- 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 giving real consent to marry.
- has a potential or actual conflict of interest or benefit to business.

If you have another complaint not listed above, or your complaint relates to a breach of the Code of Practice for marriage celebrants, 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 remedy are you seeking?

If the Registrar finds that your complaint is well-founded, they 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, and suspending 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 1963.

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.

What outcome are you seeking from the complaints process?

Part F: Your consent

If the Registrar of Marriage Celebrants decides to deal with your complaint, a copy of your complaint and any supporting material will be given to the marriage celebrant. We will remove any contact details (but not names) before we do this.

We are unable to progress your complaint unless you provide this consent.

I, _____ give my permission for the marriage celebrant listed in Part B of this complaint to be:

- notified of my complaint
- provided with a copy of my complaint
- receive all information I have provided about this complaint.

I understand and acknowledge that I have read the Privacy Notice on the first page and I consent to the collection, use and disclosures contained therein.

Signature: _____

Date: _____

[Type name if submitting by email] _____

Part G: 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 confirm receipt of your complaint. Further information about the complaints process will be provided at that time.