

Resolving Download Issues

Due to the interactive nature of the Workplace Relations Complaint Form and the Labour Court Appeals Form, users of Google Chrome, Microsoft Edge or Mozilla Firefox may experience problems downloading or completing it correctly. These problems are caused by the fact that, by default, the above-mentioned browsers use their own in-built PDF readers rather than Adobe Reader.

Step 1

Check if you have Adobe Reader on your device.

- If Adobe Reader is not installed, you will need to download it from the Adobe website – <http://get.adobe.com/reader/>
- [Set Adobe Reader as your default PDF Program](#)

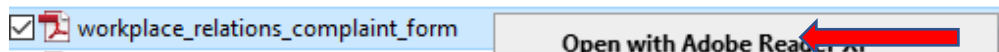
Please Note - As this form requires Adobe Acrobat Reader for Mac or Windows this form will not be compatible with the majority of mobile or tablet devices.

Once Adobe is installed you can choose one of the 2 options listed below

Option 1 - You can save the form from most browsers.

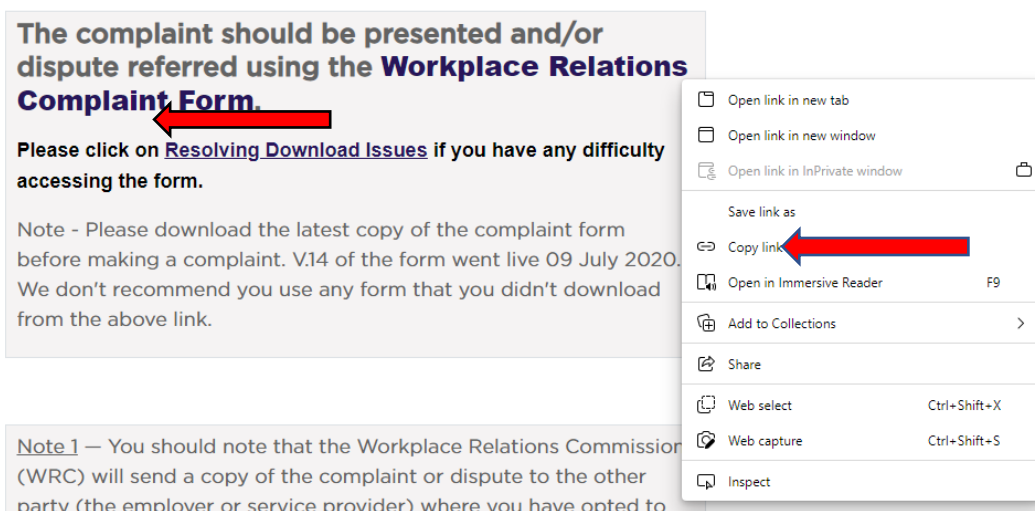
Saving Online Complaint Form from Attachment

- Save a copy of the attached complaint form to your computer.
- Using File Explorer, go to the folder where the complaint form is saved and open it with Adobe Reader. (Set Adobe Reader as your default PDF file application)
- right click on the complaint form and use the “Open With” command to select Adobe Reader.



Saving Online Complaint form from Website

- Go to [Refer a Dispute/Make a Complaint - Workplace Relations Commission](#).
- Right click the link (or CTRL-click if using a MAC) to the complaint form and selecting “Save Link As” as shown below
- Using File Explorer, go to the folder where the complaint form is saved and open it with Adobe Reader.



The complaint should be presented and/or dispute referred using the **Workplace Relations Complaint Form.**

Please click on [Resolving Download Issues](#) if you have any difficulty accessing the form.

Note - Please download the latest copy of the complaint form before making a complaint. V.14 of the form went live 09 July 2020. We don't recommend you use any form that you didn't download from the above link.

Note 1 – You should note that the Workplace Relations Commission (WRC) will send a copy of the complaint or dispute to the other party (the employer or service provider) where you have opted to

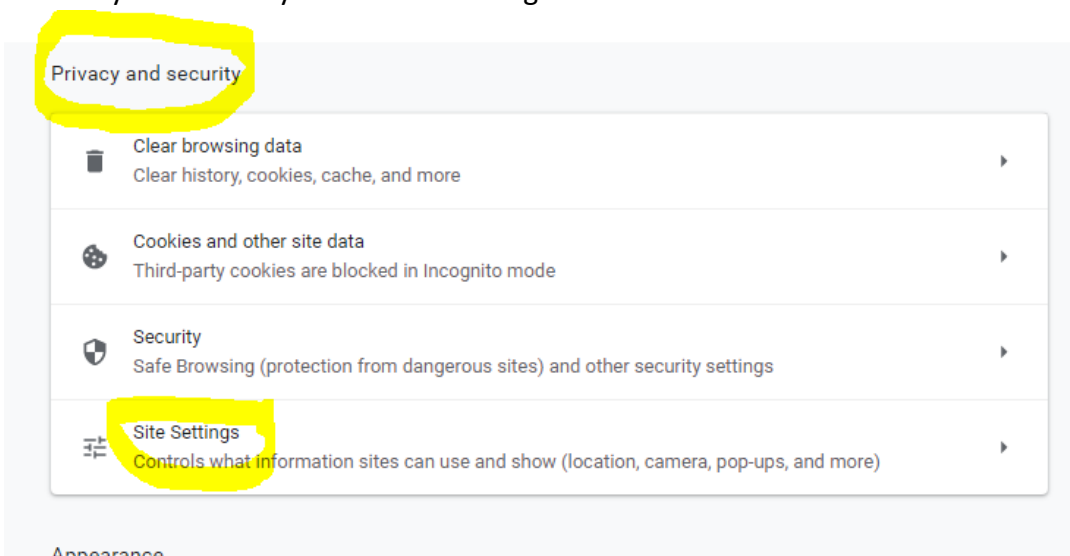
- Open link in new tab
- Open link in new window
- Open link in InPrivate window
- Save link as
- Copy link
- Open in Immersive Reader F9
- Add to Collections
- Share
- Web select Ctrl+Shift+X
- Web capture Ctrl+Shift+S
- Inspect

Note – If you save a form to location on you PC/MAC and go to use it a number of weeks/months later, just check back on our [Complaint Form](#) page to ensure it is the latest version. There will be a note under the complaint form link stating the date the form was uploaded.

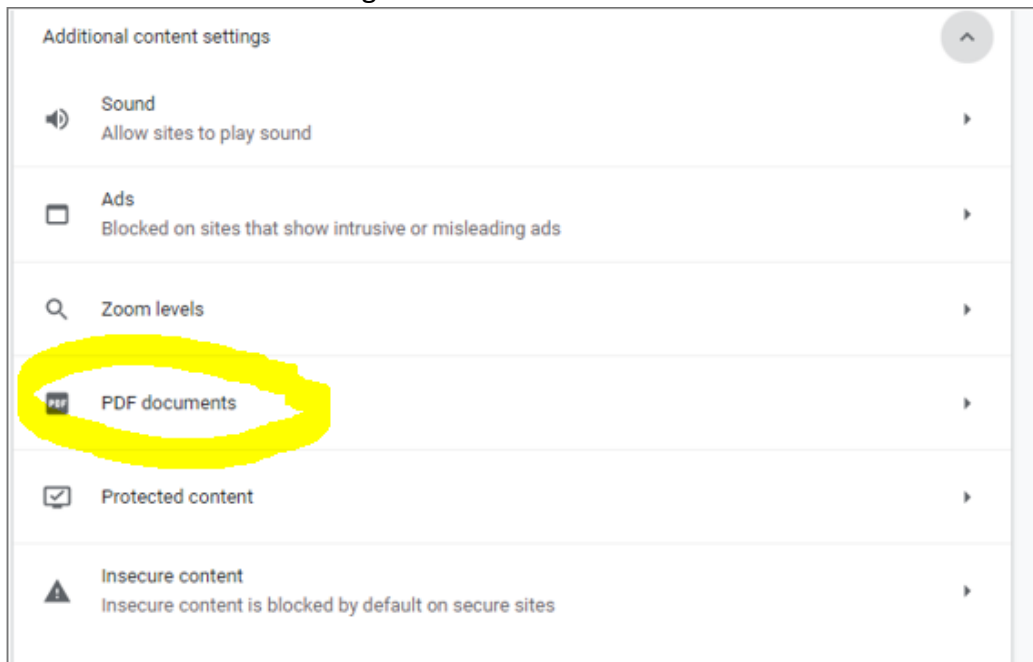
Option 2 - You can access the form directly from Google Chrome, Microsoft Edge or Mozilla Firefox by following the steps below

If you use Google Chrome –

- Select the 3 dots in the top right corner of Chrome
- Go to settings
- Under Privacy and Security select 'Site Settings'



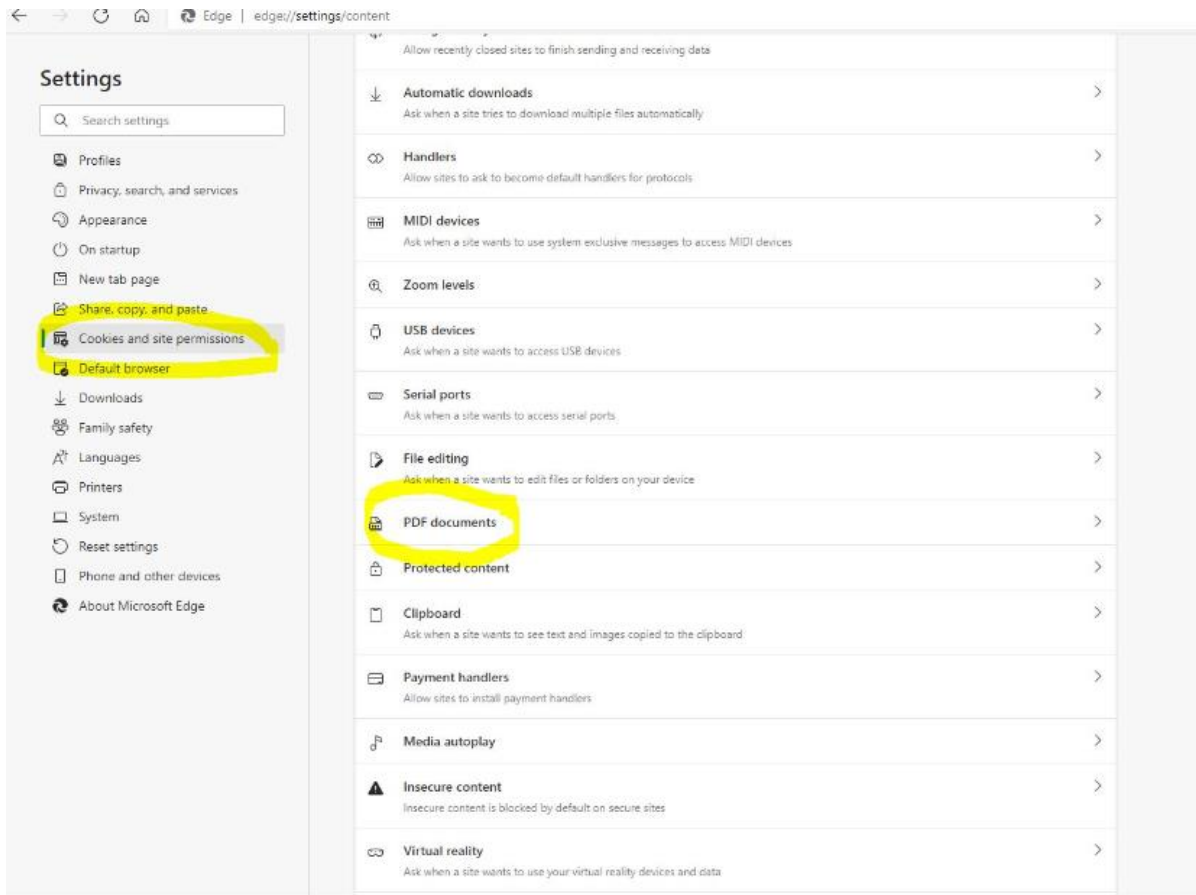
- Scroll to Additional content settings and select PDF Documents



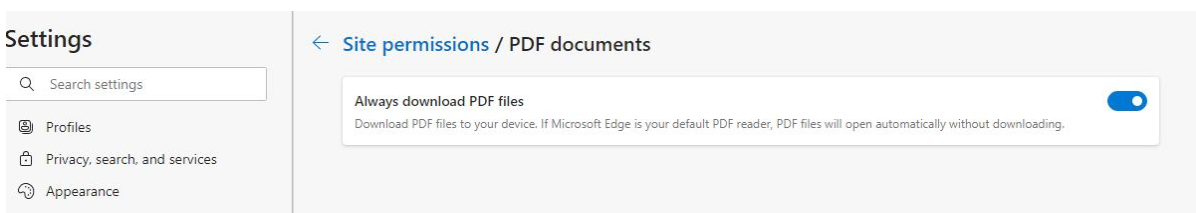
- From there select the option to 'Download PDF files instead of automatically opening them in Chrome'.
- Restart your browser.
- Now when you try to open the form you should see it open in a pop-up box in the bottom left corner.

If you use Microsoft Edge –

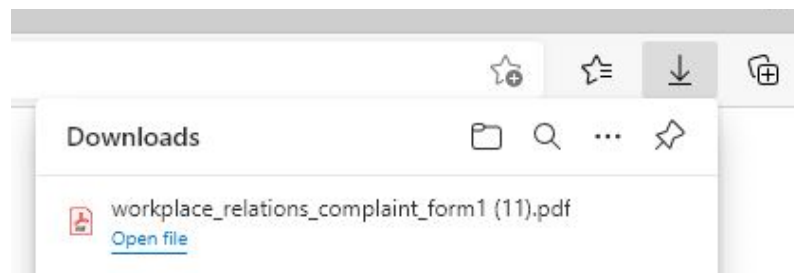
- Select the 3 dots in the top right corner of Edge.
- Select Settings.
- On the left panel select 'Cookies and Site Permissions'
- Then scroll down to 'PDF Documents'



- On the 'PDF Documents' screen toggle the option to select "Always Download PDF Files"

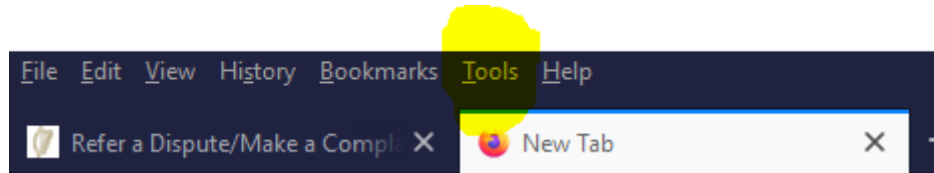


- Restart Your browser.
- Now when you try to open the form you should see it open in a pop-up for downloads

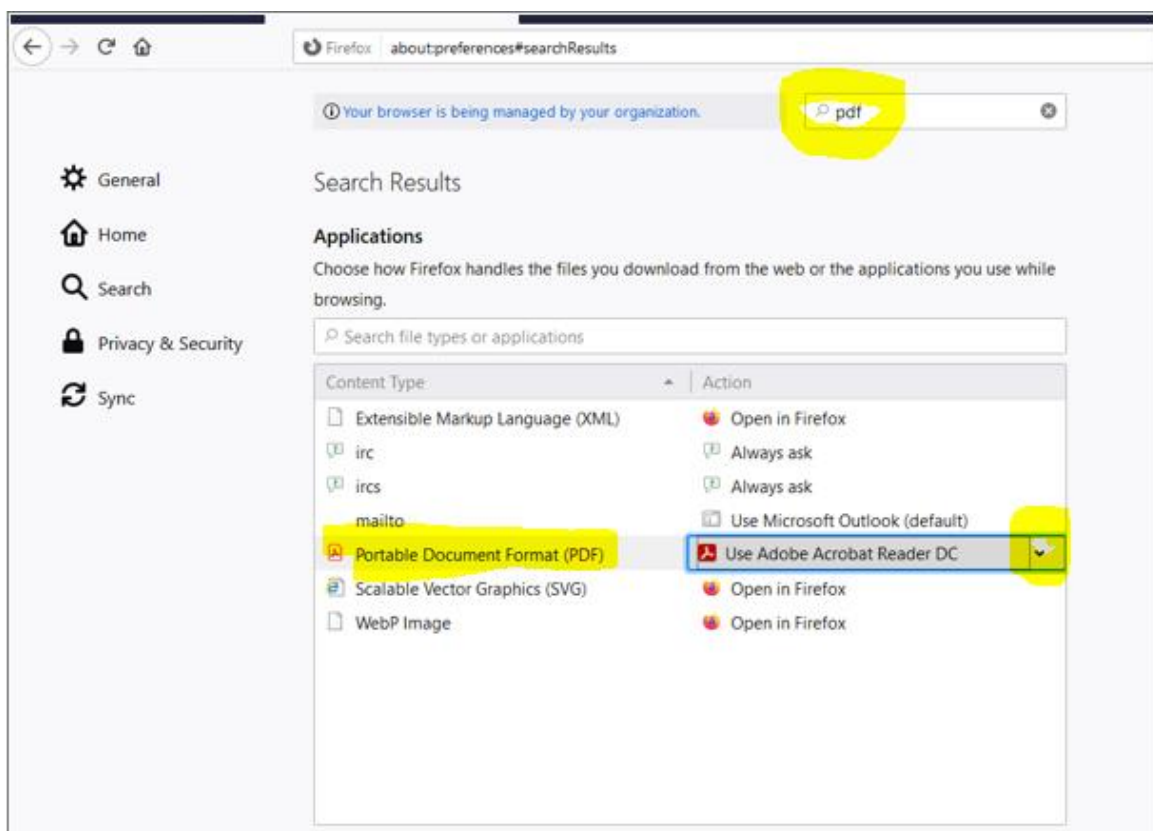


If you use Mozilla Firefox –

- On the main menu choose 'Tools'



- Then Select 'Settings'
- Enter 'PDF' in the search bar, then scroll down to 'Portable Document Format' and use the drop-down arrow on the right to select 'Adobe Reader'
- Restart your browser.
- Now when you try to open the form it should open in Adobe Reader.



See the following Help link on the Adobe Website –

<http://helpx.adobe.com/livecycle/kb/xfa-forms-firefox-chrome.html>