

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.

To resolve such problems and successfully access the form you must follow the relevant instructions below:

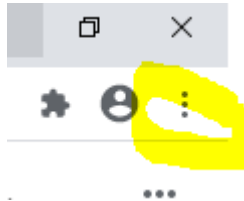
- If Adobe Reader is not installed, you will need to download it from the Adobe website – <http://get.adobe.com/reader/>
- [Set Adobe Reader as your default PDF Program](#)

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

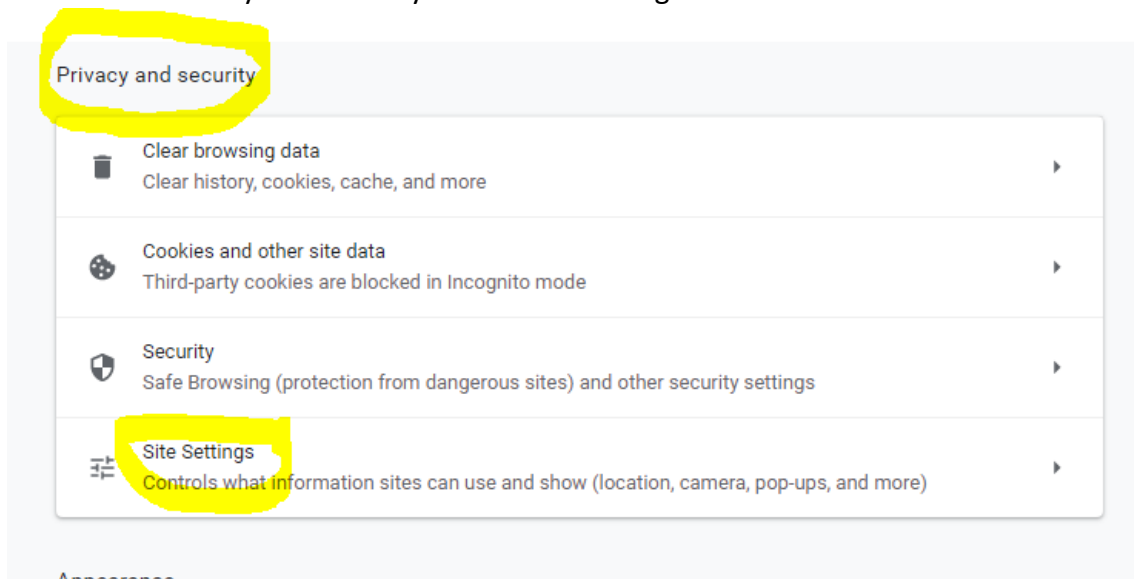
From an accessibility point of view, the images in this document are just screengrabs of the text above it.

If you use Google Chrome –

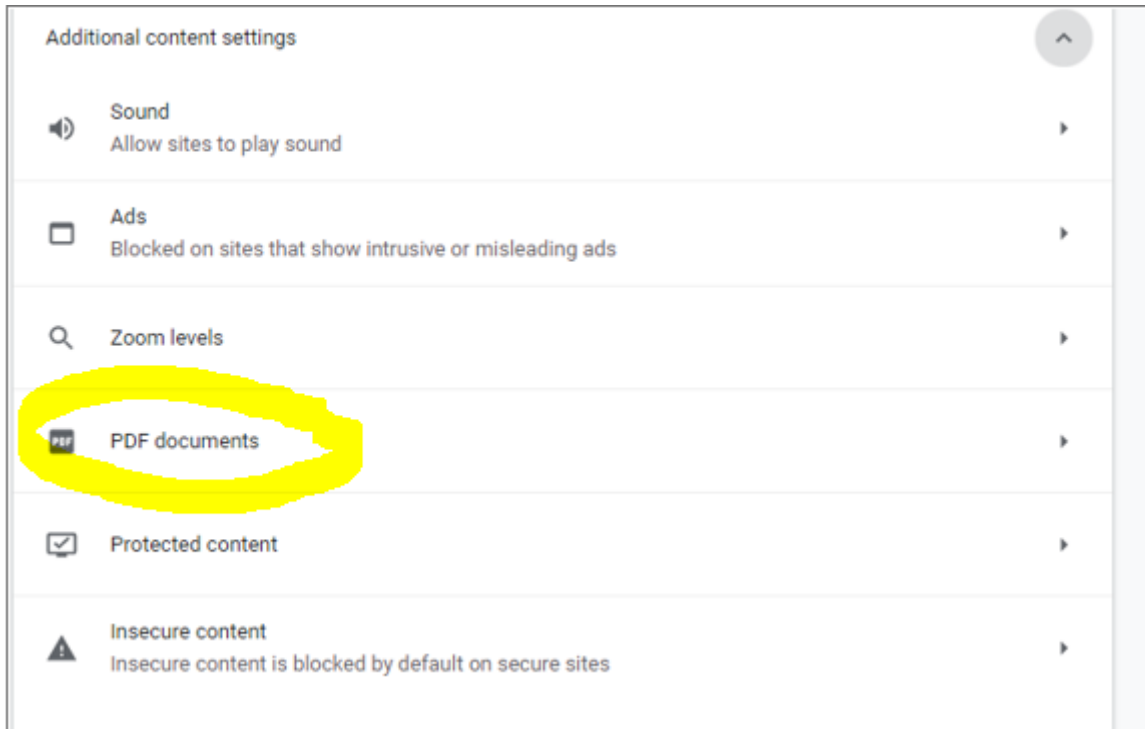
- Select the 3 dots in the top right corner of Chrome



- Go to settings
- Under Privacy and Security select 'Site Settings'



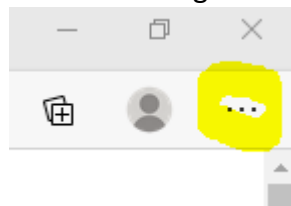
- Scroll to Additional content settings and select PDF Documents



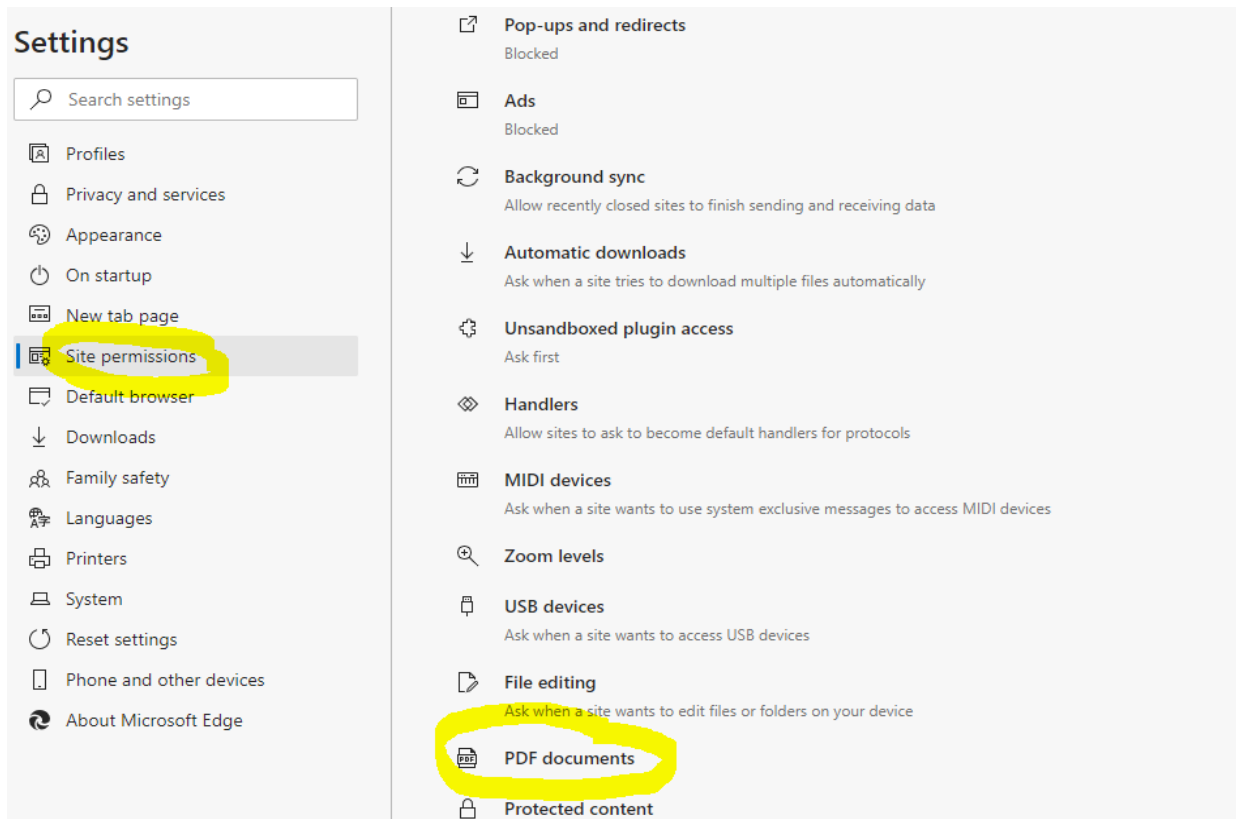
- From there select the option to 'Download PDF files instead of automatically opening them in Chrome'.
- Restart your browser.
- Now when you try to open the form you should see it open in a pop-up box in the bottom left corner.

If you use Microsoft Edge –

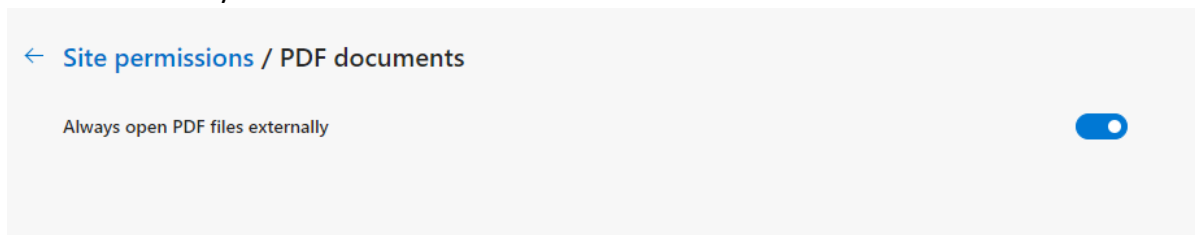
- Select the 3 dots in the top right corner of Edge.



- Select Settings.
- On the left panel select 'Site Permissions'
- Then scroll down to 'PDF Documents'



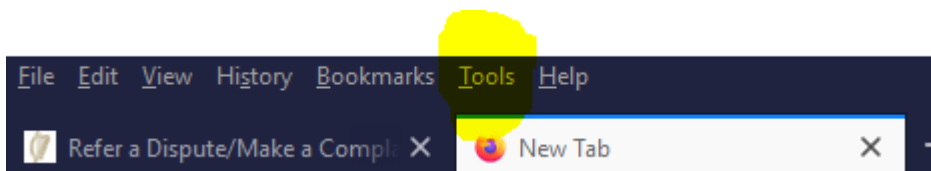
- On the 'PDF Documents' screen toggle the option to select "Always open PDF files externally"



- 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.

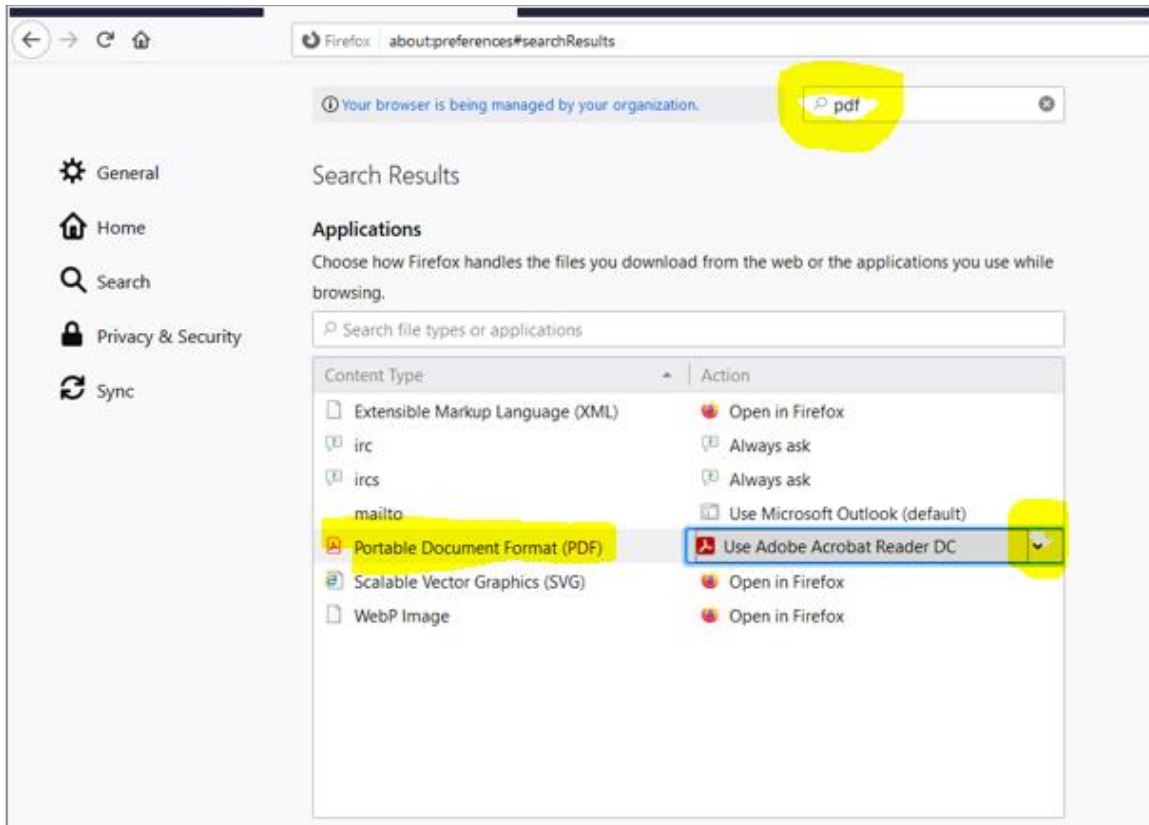
If you use Mozilla Firefox –

- On the main menu choose 'Tools'



- Then Select 'Options'
- 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.



Users of other browsers who experience similar problems should right-click (or CTRL-click if using a MAC) on the Complaint Form (or Appeals Form) link, save the file to a location on their PC/MAC and then open it from that location, rather than attempting to open the file within the browser.

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.

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.

See the following Help link on the Adobe Website –
<http://helpx.adobe.com/livecycle/kb/xfa-forms-firefox-chrome.html>