

# Complaints Handling Policy

SILVER LINING FOUNDATION AUSTRALIA LTD ('SLFA')  
– VERSION 3, OCTOBER 2023

# Complaints Handling Policy

<b>Purpose:</b>	The purpose of this policy is to ensure that complaints made by and disputes relating to students, parents/carers and employees are dealt with in a responsive, efficient, effective and fair way.	
<b>Scope:</b>	Students, parents/carers and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, visitors, volunteers and people undertaking work experience or vocational placements.	
<b>Accreditation &amp; Governance Requirements:</b>	<p>To attain and maintain accreditation a school must have, and implement written processes about receiving, assessing, investigating and otherwise dealing with complaints made by its staff, students or a student's parent or guardian/carer. Processes must include principles of procedural fairness, including, for example, the right of interested parties to the complaint to be heard. The School's governing body must ensure that staff, students, parents and carers are made aware of the processes and that the processes are readily accessible.<sup>1</sup></p> <p>The <i>Complaints Handling Policy</i> is a <u>mandatory</u> policy required for the School's accreditation. Mandatory policies are those that the School's Governing Body (Board of Directors) is responsible for overseeing as part of their governance responsibilities and the policy should be reviewed annually.</p>	
<b>Status:</b>	Version 3 - Approved	<b>Supersedes:</b> Version 2.1 from September 2020
<b>Authorised by:</b>	School's Governing Body.	<b>Date of Authorisation:</b> October 2023
<b>References and Related Policy and Documents:</b>	<ul style="list-style-type: none"> <li>● <u><i>Education (Accreditation of Non-State Schools) Act 2017 (Qld)</i></u></li> <li>● <u><i>Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)</i></u></li> <li>● <u><i>Australian Education Regulations 2023 (Cth)</i></u></li> <li>● <u><i>Fair Work Act 2009 (Cth)</i></u></li> <li>● <u><i>Work Health and Safety Act 2011 (Qld)</i></u></li> <li>● <u><i>Privacy Act 1988 (Cth)</i></u></li> <li>● <u><i>Information Privacy Act 2009 (Qld)</i></u></li> <li>● <u><i>Anti-Discrimination Act 1991 (Qld)</i></u></li> <li>● <u><i>Australian Human Rights Commission Act 1986 (Cth)</i></u></li> <li>● <u><i>Sex Discrimination Act 1984 (Cth)</i></u></li> <li>● <u><i>Age Discrimination Act 2004 (Cth)</i></u></li> <li>● <u><i>Disability Discrimination Act 1992 (Cth)</i></u></li> <li>● <u><i>Racial Discrimination Act 1975 (Cth)</i></u></li> </ul> <p><b>SLFA policy and procedure documents:</b></p> <ul style="list-style-type: none"> <li>● Employment Contracts</li> <li>● Staff Code of Conduct Policy</li> <li>● Work Health and Safety Policy</li> <li>● Disability Discrimination Policy (students)</li> </ul>	
<b>Review Date:</b>	Annually	<b>Next Review Date:</b> October 2024
<b>Policy Owner:</b>	SLFA School Governing Body (the Board of Directors)	

<sup>1</sup> *Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)* reg 7.

**Policy Review Records**

<b>Version Number</b>	<b>Date of Authorisation</b>	<b>Review Due Date</b>	<b>Date Reviewed</b>	<b>Review Outcome</b>
1	July 2018	July 2019	August 2019	Policy modified in consideration of pending Blue Card laws in 2020. New Version 2 implemented.
2	September 2019	September 2020	August 2020	No modifications to policy.
2.1	September 2020	September 2021	September 2024	Minor general amendments. Legislation links updated.
3	October 2023	October 2024		

## Table of Contents

<b>POLICY REVIEW RECORDS</b> .....	<b>3</b>
<b>POLICY STATEMENT</b> .....	<b>5</b>
<b>COMPLAINTS THAT MAY BE MANAGED UNDER THIS POLICY</b> .....	<b>5</b>
<b>ISSUES OR MATTERS NOT MANAGED UNDER THIS POLICY</b> .....	<b>6</b>
<b>COMPLAINTS HANDLING COMMITMENT AND PRINCIPLES</b> .....	<b>6</b>
<b>CONFIDENTIALITY</b> .....	<b>7</b>
<b>RESPONSIBILITIES WHEN HANDLING COMPLAINTS</b> .....	<b>7</b>
SLFA AND THE SCHOOL .....	7
THE PARTIES TO WHICH A COMPLAINT OR DISPUTE CONCERNS .....	8
STAFF RECEIVING COMPLAINTS .....	8
<b>COMPLAINTS PROCEDURE</b> .....	<b>9</b>
WHERE TO DIRECT A COMPLAINT TO .....	9
COMPLAINTS SHOULD BE IN WRITING .....	9
WHO TO MAKE / SEND A COMPLAINT TO .....	9
WHERE TO SEEK HELP / ASSISTANCE IN MAKING A COMPLAINT .....	10
WHAT INFORMATION IS REQUIRED WHEN MAKING A COMPLAINT .....	10
HOW COMPLAINTS WILL BE HANDLED ONCE RECEIVED .....	10
REMEDIES .....	11
REVIEW OF AN OUTCOME .....	11
RECORDING COMPLAINTS .....	12
MONITORING AND REPORTING .....	12
IMPLEMENTATION, AWARENESS AND TRAINING .....	12
EMPLOYEE ACKNOWLEDGEMENT FORM .....	14
COMPLAINT FORM.....	15
COMPLAINANT DETAILS .....	15
DETAILS OF THE COMPLAINT .....	15
REMEDY BEING SOUGHT? .....	15
ACTIONS TO DATE.....	16
COMPLAINANT’S DECLARATION .....	16

### Policy Statement

Silver Lining Foundation Australia (SLFA) and its Mungalla Silver Lining School (the School) are committed to ensuring that student, parent/carer and staff complaints, including complaints made by volunteers, contractors and visitors are dealt with in a responsive, efficient, and effective and fair way.

SLFA and its School view complaints and the complaints process as an important feedback and accountability process.

SLFA and its School acknowledge the right of students, parents/carers and staff (including volunteers), contractors and visitors, and also members of the public, to complain when dissatisfied with an action, inaction or decision of SLFA or its School.

SLFA and its School recognise that time spent on engaging with and managing complaints can be an investment in enabling, nurturing and facilitating improvement and enhanced service to students, parents/carers and employees (and volunteers), and other stakeholders, and also improvement in operations, processes and objectives for SLFA and its School.

### Complaints that may be managed under this policy

SLFA and the School encourages students, parents/carers and staff (including volunteers), visitors, contractors, other stakeholders and members of the public to promptly lodge with SLFA Central Office and/or the School, any concerns regarding matters such as (but not limited to):

- Where SLFA the organisation, or its School and students, any SLFA staff (e.g. school staff and Central Office staff), or volunteers have:
  - done something wrong;
  - have failed to do something they should have done; or
  - have acted unfairly or impolitely, rudely, disrespectfully etc.
- Discrimination.
- Workplace bullying.
- Privacy breaches.
- Sexual harassment.
- Discrimination.
- Issues concerning behaviour by students, SLFA staff or volunteers that are contrary to relevant Code of Conduct policies.
- Issues related to the School's learning and education programs, assessment and reporting of student learning.
- Issues related to communication with students or parents/carers or between staff.
- Issues related to school fees and payments.
- Issues related to SLFA or School policy or processes.
- General administrative issues.
- Any other general complaints.

Complaints made by students may be brought by students themselves or by parents/carers on behalf of their student, as may be appropriate in the circumstances.

**Child Protection Matters:** are not dealt with under the Complaints Handling Policy, and instead must be addressed under the *Child Protection Policy*.

## Issues or matters not managed under this policy

The following issues and matters are outside of the scope of this policy and should be managed as follows and under the appropriate policy:

- **Child protection** – concerns or risks of harm to children (i.e. an individual under 18 years of age) are to be dealt with in accordance with the law and the SLFA *Child Protection Policy*.
- **Student bullying** – concerns should be dealt with under the School's *Restorative Practices procedure*.
- **Student discipline** – matters, including matters involving suspension or expulsion, should be dealt with under the School's *Restorative Practices procedure*.
- **Employee complaints** – matters relating to employment, or the workplace should be directed, in the first instance, to the relevant supervisor. Matters will then be addressed under relevant legislation, policy and procedure and by the relevant person (e.g. Executive Officer).
- **Student or employee violence or criminal** – matters should be directed to School Principal (aka Head of Campus, howsoever titled), or the Principal's delegate in their absence, who will involve the Police as appropriate or as required by law.
- **Formal legal proceedings.**

## Complaints Handling Commitment and Principles

SLFA is committed to ensuring effective handling of complaints by:

- Promoting the active interest and support of staff in complaints handling.
- Implementing effective policy and procedures.
- Promoting a positive environment that encourages and helps staff, students, parents/carers, volunteers, contractors, visitors and members of the public to raise issues or concerns and make complaints.
- Providing adequate resources, training and support for staff about complaints handling.

SLFA and its School is committed to managing and facilitating complaints effectively and according to the following principles:

- Aim to resolve complaints with as little formality and disruption as reasonably possible.
- Take complaints seriously.
- Treat anonymous complaints on their merits, like any other complaint.
- Deal with complaints fairly and objectively and in a timely manner and aim to resolve complaints with as little formality and disputation as possible.
- SLFA and its School will determine the appropriate person to deal with the complaint in the first instance and as the stages of complaint procedure progresses.
- Where appropriate, use optional alternatives to a complaint being investigated by SLFA or its School such as mediation, negotiation or informal resolution.
- Ensure procedural fairness wherever reasonably practicable, including, the right of interested parties to the complaint to be heard.
- Maintain confidentiality and privacy as much as reasonably practicable, and where the law permits.
- Appropriately support all parties to a complaint.

- Provide reasonable progress updates on a lodged complaint.
- Offer and implement appropriate remedies to a complaint.
- Provide a review pathway for parties to the complaint – if warranted.
- Complainants (person making the complaint), respondents (person to whom the complaint is about) and people associated with them will not be victimised or suffer any other reprisals as a result of lodging a complaint.
- Keep records of complaints via a *Complaints Register*.
- Inform the SLFA insurer if a complaint could be connected to an insured risk.

### Confidentiality

As far as is reasonably possible and with regard to any legal requirements, complaints and parties to a complaint will be kept in confidence.

### Responsibilities when handling complaints

#### SLFA and the School

SLFA and the School have the following role and responsibilities in relation to managing and facilitating complaints:

- Develop, implement, promote and act in accordance with the SLFA *Complaints Handling Policy* and procedures.
- Appropriately communicate the SLFA's *Complaints Handling Policy* and procedures to students, parents/carers and staff.
- Ensure that the Complaints Handling procedures are readily accessible by staff, students and parents/carers, volunteers, contractors, other stakeholders, etc (e.g. by being available on the [SLFA website](#) or on request from the School's principal).
- Upon receipt of a complaint, manage the complaint in accordance with the Complaints Handling procedures.
- Ensure that appropriate support is provided to all parties to a complaint.
- Take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them or with the complaint.
- Appropriately implement remedies.
- Appropriately train relevant staff on Complaints Handling procedures.
- Keep records of complaints and complaint outcomes such as on the *Complaints Register*.
- Conduct a review/audit of the Complaints Register from time to time.
- Monitor and regularly report to the SLFA School Governing Body (Board of Directors) on complaints.
- Report to the SLFA insurer when a complaint is relevant to an insured risk.
- Immediately refer to the SLFA Governing Body any claim for legal redress.

## **The Parties to which a complaint or dispute concerns**

The complainant and respondent to which a complaint or dispute concerns both have the following role and responsibilities:

- Apply and comply with the SLFA *Complaints Handling Policy* and procedures.
- Lodge a complaint as soon as possible after the issue arises.
- Provide complete and factual information and do so in a timely manner (e.g. as soon as possible after the issue arises and during the course of the complaint handling process).
- Not provide deliberately false or misleading information.
- Not make frivolous or vexatious complaints.
- Act in good faith, and in a calm and courteous manner.
- Act in a non-threatening manner.
- Acknowledge that a common goal is to achieve an outcome acceptable to all parties.
- Recognise that all parties have rights and responsibilities which must be balanced.
- Maintain and respect the privacy and confidentiality of all parties.
- Not victimise or act in reprisal against any party to the dispute or any person associated with them.

The parties to the complaint or dispute can expect that the complaint will be dealt with fairly and objectively, in a timely manner, with procedural fairness wherever practicable and that confidentiality and privacy will be maintained as much as is reasonably possible.

The parties will also be appropriately supported by SLFA and the School.

## **Staff Receiving Complaints**

Staff receiving complaints have the following role and responsibilities:

- Act in accordance with the SLFA *Complaints Handling Policy* and procedures.
- Inform the party wanting to lodge a complaint of how complaints can be lodged, when the complaint should be lodged and what information is required when lodging a complaint or direct the party to talk to the School Principal or SLFA Central Office for assistance or guidance.
- Inform the School Principal or SLFA Governance & Compliance Officer at Central Office (at [admin@slfa.edu.au](mailto:admin@slfa.edu.au)) of the complaint so that it can be recorded on the *Complaints Register* and managed accordingly.
- Provide the complainant with information about any support or assistance available to assist them in lodging their complaint and if necessary, seek assistance from the Principal or SLFA Central Office about procedures.
- Provide the complainant with a copy of the SLFA *Complaints Handling Policy* (and Procedures) and the Complaint Form for them to complete.
- Maintain confidentiality.
- Follow any other applicable SLFA policy or procedure and / or legal requirements relevant to the complaint.
- Record, maintain and keep appropriate records in accordance with the Complaints Handling Policy or any other reporting or record keeping requirements.
- Not victimise or act in reprisal against the complainant, respondent or any person associated with them.



## Complaints Procedure

### Where to direct a complaint to

- All complaints which are covered under this policy should be raised with SLFA Central Office or the School in the first instance.
  - See above at '[Complaints that may be managed under this policy](#)' for the types of matters that may be addressed under this policy.
  - See above at '[Issues or matters not managed under this policy](#)' for the types of issues that cannot be managed under this policy.
  - Matters or issues which are not suited to being managed under the Complaints Handling Policy (e.g. Child Protection), but which are received under this policy in the first instance, will be redirected to the appropriate policy or procedure.

### Complaints should be in writing

- Complaints may be made verbally however written complaints are preferred in order to minimise the possibility of any miscommunication.
- Where a verbal complaint is received, the complainant may be asked to report it in writing (such as via email or by completing the Complaint Report form).
- Verbal complaints which are not able to be easily resolved in the first instance should be put in writing as soon as possible by the complainant.

### Who to make / send a complaint to

- Complaints should be made to the School Principal or the SLFA Central Office – Governance & Compliance Officer in the first instance. Email the School or SLFA Central Office at the following:
  - Mungalla Silver Lining School at [mungalla@slfa.edu.au](mailto:mungalla@slfa.edu.au)
  - Central Office – Governance & Compliance Officer at [admin@slfa.edu.au](mailto:admin@slfa.edu.au)
- If the **complaint is about the Principal or the SLFA Executive Officer**, the complaint is to be directed to the SLFA Governing Body (Board of Directors) via:
  - email at [chairman@slfa.edu.au](mailto:chairman@slfa.edu.au) or
  - written letter posted to –  
Silver Lining Foundation Australia Ltd  
PO Box 15110  
City East Qld 4002
- If the **complaint is about a Director** of the school's Governing Body, a written complaint should be specifically addressed and sent to the SLFA Board Chair (details directly above).
- If the **complaint is about the SLFA Board Chair**, the written complaint should be sent to [info@silverlining.org.au](mailto:info@silverlining.org.au)
- If the **complaint is about the SLFA Governing Body** as a whole (all SLFA Directors), the complainant should contact the [Non-State Schools Accreditation Board](#) (Qld) on (07) 3513 6773 or email at [nssab.admin@qed.qld.gov.au](mailto:nssab.admin@qed.qld.gov.au) to discuss their concerns. Complainant's should note that the NSSAB only has jurisdiction to hear complaints relating to a school's governing body under the [Education \(Accreditation of Non-State Schools\) Act 2017 \(Qld\)](#).

### Where to seek help / assistance in making a complaint

- If assistance is needed to make a complaint, or if there are any questions about the process, the complainant can contact the School Principal or the Central Office – Governance and Compliance Officer for assistance at the emails listed above.

### What information is required when making a complaint

- Complainant's first and last name;
- Complainant's best contact details (such as mobile and/or email);
- Factual details of the issue including:
  - who the complaint is about;
  - what the issue is about;
  - when the issue arose (date – approximate date if unsure);
  - what happened, what you saw, what you heard, who was involved, etc;
- The remedy being sought; and
- Any other information that may be relevant.

### How complaints will be handled once received

- **Verbal complaints** – On receiving a verbal complaint, SLFA and/or the School will use its best endeavours to resolve the complaint based on the information the complainant has verbally provided.
- **All complaints** – After receiving a complaint SLFA and / or the School will:
  - Discuss the contents of the complaint recorded on the complaint form/provided in the written complaint or given verbally, with staff (or any other person where possible) who the complainant may have spoken to about the matter.
  - Give both the complainant and the respondent an opportunity to present their case and discuss the matter (separately). They may be accompanied by other people as support or as representation.
  - If necessary, involve the SLFA Board of Directors or SLFA Chair to assist with the matter.
  - Communicate the outcome / decision to all parties, in writing, within a reasonable period of time after receiving the complaint.
  - Document the complaint including the cause, actions taken, and decisions made by ensuring that documents are securely stored in the relevant location, and the complaint recorded on the Complaints Register.
  - If the complaint will not be able to be finalised within a reasonable period of time, or where delays arise, SLFA and or the School will inform the complainant of the reasons in writing and where reasonable, provide regular updates on the progress of the matter.
  - If a **verbal complaint** cannot be promptly and simply resolved, advise the complainant that a written record of the complaint is required, and where necessary, an appropriate staff member, SLFA Director or third party will handle the complaint.

## Remedies

- All parties to a dispute / complaint will be advised of the outcome of the investigation into the complaint as soon as possible after a decision is made.
- All parties will be provided with the reasons for SLFA and/or the School's decision.
- Parties will be provided with written information on seeking a review of the decision if they are unsatisfied with the decision.
- SLFA and/or the School will seek to ensure that remedies are appropriate, fair and reasonable towards all parties concerned. Remedies may involve (for example):
  - Providing an explanation or further information about the issue.
  - Providing an apology, statement of regret or admission of fault.
  - Acknowledging or confirming that SLFA and/or the School will review and, where appropriate, change its policies, procedures or practices.
  - SLFA and/or the School will inform and offer assistance about mediation services, counselling or other support as appropriate.
  - SLFA and/or the School will provide further training of staff in relevant areas.
  - Potential discipline of a student or employee, including possible expulsion or termination of employment.
- Whether, if more than one person is involved in or affected by a dispute or complaint, similar remedies will be offered to all persons in the same situation.
- SLFA and/or the School will implement the remedy as soon as possible after a resolution on the complaint is finalised.

## Review of an Outcome

- If a party to a complaint is not satisfied with the outcome of an investigation, they may refer the matter to the SLFA Senior Education Officer, or the School Principal for review.
- A request for review must be in writing and should include the reason for the need for a review and the outcome being sought.
- The SLFA Senior Education Officer or the School Principal (whichever the case may be) will manage the review as per the *Complaints Handling Policy* and as determined to be appropriate by the Senior Education Officer or the School Principal in the relevant circumstances.
- If a party to a dispute is not satisfied with the review outcome/decision they may refer the matter further to the SLFA Board of Directors (see how to contact above at ['Who to make / send a complaint to'](#)).
- Where the SLFA Board of Directors is requested to consider a review decision, the SLFA Board will manage the review according to the *Complaints Handling Policy* and as determined to be appropriate by the SLFA Board in the relevant circumstances.
- If a party to a complaint is still not satisfied after a review, SLFA and/or the School Principal will refer them to a relevant independent third party.
- SLFA employees who feel their complaint is unresolved may have options for external review of any SLFA decision that affects their employment.

## Recording Complaints

A Complaints Register will be kept and maintained by SLFA and the School. The register should include details such as:

- the name of the person making the complaint;
- date the complaint was received;
- a brief description of what the complaint is about;
- the outcome of the complaint;
- date the complaint was finalised;
- action required and the date of such action; and
- any other relevant information.

Documents relating to complaints and resolutions will be securely stored in their relevant location.

## Monitoring and Reporting

SLFA and the School is committed to monitoring and reporting on complaints, while ensuring principles of confidentiality and privacy are maintained.

Monitoring and reporting will occur by:

- Tracking and collating complaints, including all relevant records, using a secure system with strictly limited access to ensure confidentiality of information.
- Reviewing information about complaints to:
  - identify common or recurring issues that may need addressing;
  - monitor the time taken to resolve complaints;
  - monitor the number and reasons for complaints referred for review;
  - regularly report on complaints to the school community and to the SLFA Board of Directors;
  - assess the effectiveness of the *Complaints Management Policy* (and Procedures) and other policies and procedures and whether they are being correctly implemented and make improvements where necessary.

## Implementation, Awareness and Training

SLFA and the School is committed to raising awareness of the process for lodging and resolving complaints, including through the development and implementation of this policy and related procedures, and via the clear support and promotion of the policy and procedures.

SLFA and the School is committed to promoting and increasing awareness of the *Complaints Handling Policy (and Procedures)* to students, parents, carers and staff, as well as visitors, volunteers and other stakeholders.

New students and their families and new staff (including volunteers) will be made aware of the policy and procedures upon commencement.

The policy is accessible from the School on requests or it is available on the SLFA website - <http://www.silverlining.org.au/>

SLFA and the School is also committed to appropriately training relevant staff (especially senior staff) on how to resolve complaints in line with this policy and the related procedures. The policy will be regularly discussed in staff meetings and records of staff participation will be kept.

SLFA and the School will keep appropriate records of complaints, will monitor complaints and their resolution and will report on a high-level basis to the SLFA Board of Directors on complaint handling at SLFA and the School.

SLFA and the School will act to encourage students, parents and staff to contribute to a healthy workplace and school culture where complaints are resolved with as little formality and disruption as possible.

---

**Employee Acknowledgement Form**

I, (insert full name) ....., acknowledge that I have read the **Complaints Handling Policy**, that I understand its content and that any questions I may have had about this policy when reading it, were clarified.

I understand it is my responsibility to perform any obligations and responsibilities under this policy to the best of my ability and that I should continue to seek clarification on or ask questions to my about the Complaints Handling Policy and any of my obligations in the future if I need to.

<b>Employee' Signature:</b>	<b>Date:</b> dd / mm / yyyy
<b>Work Location:</b> (e.g. school name, Central Office, Saddler Springs, etc)	

*(Employee to have Principal/Supervisor sign below)*

<b>Principal's/*Exec. Officer's Name:</b>	
<b>Principal's/*Exec. Officer's Signature:</b>	<b>Date:</b> dd / mm / yyyy

\*Note: Executive Officer's delegate may sign this form on their behalf.

<p><b><u>Process after form is fully signed:</u></b></p> <ol style="list-style-type: none"> <li>1. <u>Employee:</u> <b>SCAN</b> completed form to admin@slfa.edu.au and your supervisor (e.g. Principal, Executive Officer)</li> <li>2. <u>Supervisor:</u> <b>FILE</b> scanned form in employee's hardcopy HR folder.</li> <li>3. <u>Central Office:</u> <b>SAVE</b> scanned form to employee's digital HR folder in 365.</li> <li>4. <u>Employee:</u> keep a hard or digital copy of the signed form for your own personal records.</li> </ol>
---

## COMPLAINT FORM

### Complainant Details

<b>Complainant Name</b>	<b>Date</b>	
<b>Company Name</b>		
<b>Address</b>		
<b>Phone</b>	<b>Email</b>	
<b>Relationship / association with SLFA and/or the School?</b> (Select one option) <input type="checkbox"/> Staff member <input type="checkbox"/> Parent/Carer of student <u>currently enrolled</u> at the School <input type="checkbox"/> Visitor <input type="checkbox"/> Contractor <input type="checkbox"/> <u>Current Student</u> <input type="checkbox"/> Volunteer <input type="checkbox"/> Service Provider <input type="checkbox"/> <u>Past Student</u> <input type="checkbox"/> Member of the Public <input type="checkbox"/> Parent/Carer of past student <input type="checkbox"/> Other:		

### Details of the complaint

Provide the following details as they relate to the complaint.

<b>Name (and role) of any person(s) who the complaint is about / relates to:</b> (e.g. Harry Smith – Education Support Worker)
<b>Description of the complaint</b> Please provide specific details of the issue, concern, matter – e.g. What happened? Who was involved? Dates. Please be specific and provide the facts.
<b>Day, Date &amp; Time matter occurred?</b>
<b>Location where matter occurred?</b>
<b>What happened / what is the issue?</b>
<b>Please provide any supporting documentation</b> (if available or applicable) Supporting documents provided: <input type="checkbox"/> Yes. <input type="checkbox"/> No, but relevant documents exist. <input type="checkbox"/> Nothing to provide

### Remedy being sought?

**What remedy are you seeking in relation to your complaint?**

(Form - Version 2 Oct 2023)

<b>Complainant Name</b>		<b>Date</b>	
-------------------------	--	-------------	--

### **Actions to Date**

**Have you already raised your concerns with SLFA and/or the School prior to completing this Complaint Form?**

<input type="checkbox"/> <b>NO – I have not previously raised this complaint.</b> Please provide details below.
<b>I did not previously make a complaint because:</b> <input type="checkbox"/> I did not know who to speak to. <input type="checkbox"/> I did not know how to make a complaint. <input type="checkbox"/> I did not know that I could make a complaint. <input type="checkbox"/> Other:

<input type="checkbox"/> <b>YES – I did previously raise this complaint.</b> Please provide details below.				
<b>Name of person who you originally raised your complaint with.</b>  				
<b>How did you previously raise the complaint?</b> <input type="checkbox"/> By email. <input type="checkbox"/> By speaking with the person named above (e.g. phone, in person) <input type="checkbox"/> By text message. <input type="checkbox"/> By letter – posted. <input type="checkbox"/> By letter – given to person named above. <input type="checkbox"/> Other:				
<b>What response, if any, did you receive to your complaint?</b>  				
<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><b>Date complaint previously raised</b></td> <td style="width: 50%;"><b>Date of response or outcome</b></td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	<b>Date complaint previously raised</b>	<b>Date of response or outcome</b>		
<b>Date complaint previously raised</b>	<b>Date of response or outcome</b>			

### **Privacy information**

In lodging a complaint you are providing personal information, including your name and contact details. All personal information you provide is handled in accordance with the [Information Privacy Act 2009 \(Qld\)](#). We will use relevant personal information provided for the purpose of assessing and/or investigating your complaint and for responding to you. It may be necessary to disclose relevant information to the SLFA Board of Directors and/or the School or persons named in this complaint to help with the investigation. In other instances, the information collected in this form may be disclosed without further consent where authorised or required by law.

### **Complainant's Declaration**

By submitting this complaint, I confirm that I am the complainant recorded above on this form and that the information I have provided is, to the best of my knowledge, true and correct and is not vexatious or frivolous.	
Name: _____	
Signature: _____	Date:        /        /