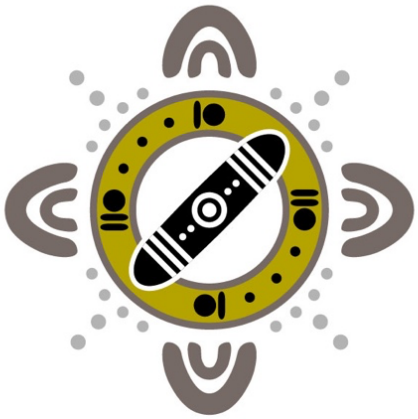
Complaints Handling Policy

VERSION 2

FEBRUARY 2026



SILVER LINING FOUNDATION
AUSTRALIA

COMPLAINTS HANDLING POLICY

Purpose:	The purpose of this policy is to provide written processes about receiving, assessing, investigating and otherwise dealing with complaints.		
Scope (policy applies to):	Any person directly affected by the subject of a complaint. Examples may include SLFA employees, students at the School or a student's parent, guardian or carer, contractors, volunteers, students undertaking work experience or student placement with SLFA, or community members.		
School Accreditation and Governance Requirements:	To attain and maintain accreditation, a school 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.[1] 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. The Complaints Handling Policy is a mandatory policy required for accreditation and legal purposes. Mandatory policies are those that the board is responsible for overseeing as part of their governance responsibilities and should be reviewed annually.		
Policy Status:	Version 2 - Approved	**Supersedes:**	Version 1 – Oct 2025
Authorised by:	SLFA School's Governing Body – SLFA Board of Directors	**Date of Authorisation:**	February 2026
References and Related Policies:	**Legislation:** → Education (Accreditation of Non-State Schools) Regulation 2017 (Qld) → Australian Education Regulation 2013(Cth) → Fair Work Act 2009 (Cth) → Work Health and Safety Act 2011 (Qld) → Privacy Act 1988 (Cth) → Anti-Discrimination Act 1991 (Qld) → Australian Human Rights Commission Act 1986 (Cth) → Sex Discrimination Act 1984 (Cth) → Age Discrimination Act 2004 (Cth) → Disability Discrimination Act 1992 (Cth) → Racial Discrimination Act 1975 (Cth) → Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2022, NEQ) → Child Safe Organisations Act 2024 (Qld) → Child Safe Organisations | Queensland Family and Child Commission **SLFA Policy and Procedure:** → Employment Contracts → Staff Code of Conduct Policy → Student Safety & Wellbeing Policy (contains Child Safe Standards & Statement of Commitment) → Reporting Concerns of Harm & Abuse Policy → Restorative Practices Procedure (Students) → Work Health and Safety Policy → Board Charter → Disability Discrimination Policy (Students) → Anti-Bullying Policy → Anti-Discrimination Policy → Sexual Harassment Policy		

[1] Education (Accreditation of Non-State Schools) Regulation 2017 reg 7.

	→ Privacy Policy → Workplace Bullying Policy		
Review Date:	Annually.	**Next Review Date:**	February 2027
Policy Author:	Alison Wale – SLFA Governance & Compliance Officer		
Policy Owner:	SLFA School Governing Body (the SLFA Board of Directors).		

POLICY REVIEW RECORDS

Version Number	Date Authorised / Approved	Review Due Date	Date Reviewed	Review Comments
1	October 2025	October 2026	February 2026	Updated to reflect Non-State Schools Accreditation Board recommendations in response to application for accreditation process.
2	February 2026	February 2027		

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POLICY STATEMENT

Silver Lining Foundation Australia (SLFA) and its Silver Lining School (Cairns City) ('the School') acknowledges the right of students, parents, carers, guardians, SLFA employees (including volunteers), or any other person, to complain when dissatisfied with the School's services, including an action, inaction or decision of the School.

The School views complaints as part of an important feedback and accountability process and therefore encourages people to give constructive criticism. The School is committed to ensuring that complaints received, are handled in a responsive, efficient, consistent, transparent, effective and fair way. The School will ensure that employees can recognise, receive, and appropriately refer complaints to the ***Informal*** or ***Formal*** complaints procedure.

The School recognises that time spent on handling complaints and concerns can be an investment which enables better service to clientele, students, parents, carers, guardians, and other stakeholders, and it can also foster a better workplace culture and environment for SLFA employees.

The School promotes a safe, inclusive and culturally responsive environment for all students, ensuring their safety and wellbeing are prioritised. The School is committed to students exercising their right to speak up and participate in School processes and decisions that affect them.

STATEMENT OF COMMITMENT TO STUDENT SAFETY & WELLBEING

SLFA and its School is committed and dedicated to fostering safe, inclusive environments where learning and wellbeing are linked, ensuring that all students feel secure, respected, and supported to reach their potential.

SLFA and its School is committed to talking all reasonable steps to promote the safety and wellbeing of students enrolled at the School and to protect them from foreseeable harm.[2] We prioritise student safety and wellbeing in all aspects of our work and do not tolerate any form of child abuse or harm to children. We act in accordance with the *Child Safe Organisations Act 2024 (QLD)* and implement the *Child Safe Standards* and *Universal Principle* to create a safe, inclusive, and accountable environment. We listen to students, value their views, and support them to participate in decisions that affect them.

SLFA and its School is committed to the safety and inclusion of all students, including those from diverse cultural backgrounds, students with disability, LGBTQIA+ students, and students who may be experiencing vulnerability. We also make a clear commitment to the cultural safety of Aboriginal and Torres Strait Islander students and to providing an environment where their identities, cultures, and connections to Country are respected and upheld.

CONFIDENTIALITY

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

[2] Working with Children (Risk Management and Screening) Regulation 2020 (Qld) Sch. 1 reg. 2(1).

DEFINITIONS

Complaint	An expression of dissatisfaction made to or about the School, related to the School's services, employees or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.[3]
Informal Complaint	A complaint about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant staff member.
Formal Complaint	A complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, complaints against a senior staff member, including the School Principal, or an informal complaint that could not be resolved informally. Assessment of the complaint is required by the SLFA Executive Officer or another suitable staff member of the SLFA Head Office Support Team, such as the Governance & Compliance Officer or the Senior Education Officer).
Complainant	The person, organisation or their representative making a complaint.[4]
Respondent	The person who is referred to in a complaint by a complainant as the person responsible for their concerns or who can best respond to their concern.

COMPLAINTS HANDLING PRINCIPLES

The School is committed to managing complaints effectively and according to the following principles (which include procedural fairness):

1. Complaints will be taken seriously, dealt with fairly and objectively, without judgement and addressed in a reasonable timeframe.
2. Complaints should be resolved with as little formality and disruption as reasonably possible, having regard to the nature of the complaint.
3. Interested parties to the complaint (for example, the complainant and any respondent) will be heard and/or may provide relevant information in relation to the complaint.
4. Confidentiality and privacy will be maintained as much as possible.
5. A child-centred approach will be maintained, and all complaints will be managed in a manner that prioritise the student's safety, wellbeing, and voice.
6. A trauma-informed and culturally safe approach to managing complaints will be prioritised.
7. The complainant and any respondent will be offered support as appropriate.
8. Victimising behaviour towards a complainant, respondent or other people associated with the complaint, will not be tolerated.
9. Complainants that lodge a complaint on reasonable grounds will not suffer any other reprisals on the basis of the lodging the complaint.

[3] Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.3
[4] Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2018, NEQ), s.4.2

COMPLAINTS THAT MAY BE RESOLVED UNDER THIS POLICY

SLFA and its School encourages anyone who feels impacted by an issue involving the School, to promptly lodge a complaint. The Complaints Handling Policy can address matters such as:

1. The School, its staff, volunteers (which includes people undertaking student placement or work experience with the School), or students having done something wrong.
2. The School, its staff, volunteers or students having failed to do something they should have done.
3. The School, its staff, volunteers or students having acted unfairly or impolitely.
4. Issues of student, staff or volunteer behaviour that are contrary to the *SLFA Staff Code of Conduct Policy* and behaviour practices and standards for students, including inappropriate staff conduct which is reported by a student.[5]
5. Employee concerns or complaints relating to:
   a. Work Health & Safey issues or incidents;
   b. Unlawful conduct under SLFA's Sexual Harassment Policy;
   c. Workplace discrimination and/or bullying.
6. Issues relating to non-compliance with a process outlined in any of SLFA's policies or procedures, for example, the Reporting Concerns of Harm or Abuse Policy, Student Disability Discrimination Policy, Student Safety and Wellbeing Policy, Work Health & Safety Policy, Privacy Policy, Staff Code of Conduct Policy etc.[6]
7. Issues related to the School's learning or educational programs, assessment and reporting of student learning.
8. Issues related to any fees or payments.
9. Issues related to communication with students or parents / carers or between staff.
10. General administrative issues.

Student complaints may be brought by students or by parents / carers on behalf of their student as appropriate in the circumstances.

Child protection matters must be addressed under the *Reporting Concerns of Harm or Abuse Policy* and not under this policy.

MATTERS NOT MANAGED UNDER THIS POLICY

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

1. **Child (Student) Safety & Protection:** concerns including allegations of sexual abuse, likely sexual abuse or harm to children should be dealt in accordance with the law and SLFA's ***Reporting Concerns of Harm or Abuse Policy*.**
2. **Student Bullying:** concerns or complaints should be dealt with under SLFA's ***Anti-Bullying Policy*** and/or ***Restorative Practices Procedures*.**

[5] Education (Accreditation of Non-State Schools) Regulation 2017 reg. 16(2)(a).
[6] Education (Accreditation of Non-State Schools) Regulation 2017 s.16(5).

3. **Student Discipline:** matters, including matters involving suspension or expulsion, should be dealt with under the School's ***Restorative Practices Procedures***.
4. **Student or Employee Violence or Criminal Matters:** should be directed to School Principal, the SLFA Executive Officer or their delegates in their absence, who will involve the Police as appropriate.
5. **Employment Concerns:** relating to an employee's employment should be directed to the School Principal, the SLFA Executive Officer or other Head Office Support Team Staff members such as the Governance & Compliance Officer or the Senior Education Officer.
6. **Other unlawful conduct employee matters:** relating to corruption or illegal other undesirable conduct, will be dealt with under the SLFA Whistleblower Policy, and any concerns should be directed to the Governance & Compliance Officer, Senior Education Officer (Head Office Support Team members) or SLFA's financial auditors (refer to the Whistleblower Policy for more information).
7. **Disputes between SLFA Board Directors and/or SLFA Members**: a should be dealt with in accordance with the SLFA Constitution, Board Charter or other relevant policy.
8. **Formal Legal Proceedings**: should be managed as appropriate in the circumstances.

RESPONSIBILITES

THE SCHOOL

The School has the following role and responsibilities:

1. Develop, implement, promote and act in accordance with SLFA's *Complaints Handling Policy*.
2. Appropriately communicate SLFA's *Complaints Handling Policy* and procedures to students, parents/carers, staff and other relevant stakeholders.
3. Ensure that the *Complaints Handling Policy* is readily accessible by staff (including volunteers), students and parents/carers.
4. Upon receipt of a complaint, manage the complaint in accordance with the *Complaints Handling Policy.*
5. Ensure that appropriate support is made available to all parties to a complaint.
6. Take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them.
7. Appropriately implement remedies.
8. Appropriately train relevant staff on complaints handling procedures.
9. Keep records of complaints and complaint outcomes (e.g. *Complaints Register*).
10. Conduct a review/audit of the *Complaints Register* from time to time.
11. Monitor and regularly report to the School's Governing Body (SLFA Board of Directors) on complaints.
12. Report to SLFA's insurer when a complaint is relevant to an insured risk.
13. Immediately refer to the School's Governing Body, any claim for legal redress.

ALL PARTIES TO A DISPUTE

The complainant and respondent both have the following roles and responsibilities:

1. Comply with SLFA's *Complaints Handling Policy* and procedures.
2. Lodge a complaint in a timely manner (e.g. as soon as possible after the issue arises).
3. Provide complete and factual information.
4. Do not provide deliberately false or misleading information.
5. Do not make frivolous or vexatious complaints or retaliatory complaints.
6. Act in good faith and maintain a mutually beneficial relationship of trust and cooperation.
7. Act in a calm, courteous and non-threatening manner.
8. Acknowledge that a common goal is the best way to achieve an outcome acceptable to all parties.
9. Recognise that all parties have rights and responsibilities which must be balanced.
10. Maintain and respect the privacy and confidentiality of all parties.
11. Not victimise or act in reprisal against any party to the dispute or any person associated with them.

STAFF RECEIVING AND / OR MANAGING COMPLAINTS

SLFA and School staff receiving and/or managing complaints have the following roles and responsibilities:

1. Act in accordance with SLFA's *Complaints Handling Policy* and procedures.
2. Refer the complainant to SLFA's *Complaints Handling Policy* and provide additional information as necessary.
3. Maintain confidentiality as far as is reasonably possible.
4. Keep appropriate records.
5. Forward complaints to the School Principal if the complaint cannot be resolved at the initial level by the receiving staff member, or if the complaint involves serious issues that requires the involvement of the School Principal.
    a. Complaints about the School Principal should be forwarded to a team member from the SLFA Head Office Support Team, such as, the SLFA Executive Officer, Governance & Compliance Officer or Senior Education Officer.
6. Forward complaints about Head Office Support Team staff to the SLFA Executive Officer, and complaints about the SLFA Executive Officer should be forwarded to the SLFA Board Chair.
7. Not victimise or act in reprisal against the complainant, respondent or any person associated with them.
8. Seek assistance from the School Principal or SLFA Head Office Support Team staff members, including the Executive Officer, Governance & Compliance Officer or Senior Education Officer, about the complaint procedure and policy when needed.
9. Provide the complainant with a copy of SLFA's *Complaints Handling Policy* (if requested).
10. Follow any other applicable SLFA policy, procedure and / or legal requirements relevant to the complaint.

COMPLAINTS REGISTER

The School will maintain a *Complaints Register* which will include details such as:

1. the name of the person making the complaint (the complainant) and who the complaint is about (the respondent);
2. the date the complaint was received;
3. a description of what the complaint is about;
4. the names of staff managing the complaint;
5. the actions taken by SLFA, the School and its staff in handling the complaint;
6. the outcome (resolution) of the complaint;
7. the date the complaint was finalised/closed; and
8. any other relevant information.

All complaints shall be entered onto the *Complaints Register* as soon as practicable after the complaint is received and the *Complaints Register* will be stored securely.

COMPLAINTS ABOUT THE SCHOOL PRINCIPAL

The School's *Complaints Register* will not contain complaints about the School Principal – a separate School Principal Complaints Register will be kept.

Records of complaints about the School Principal will be maintained by the SLFA Board of Director's (or their delegates including the SLFA Executive Officer, and the Governance & Compliance Officer), with access restricted to the Board of Directors and their delegates.

SAFEGUARDING CONFIDENTIALITY AND INTEGRITY

To safeguard confidentiality and maintain the integrity of the complaint process, access to the School's entire *Complaints Register* will be limited to the School Principal, and appropriate SLFA Head Office Support Team Staff, including the SLFA Executive Officer, Governance & Compliance Officer and Senior Education Officer.

The School Principal, SLFA Executive Officer, Governance & Compliance Officer and Senior Education Officer may authorise the sharing of specific, relevant entries from a *Complaints Register* with other designated staff members (such as senior teachers, other SLFA senior staff), provided measures are taken to protect the confidentiality of all parties involved, particularly ensuring that respondents to a complaint do not gain inappropriate access to information about the allegations against them.

Documents relating to complaints and resolutions and the *Complaints Register* will be securely stored by the School Principal and the Head Office Support Team Staff members.

COMPLAINT HANDLING PROCEDURE

1. LODGING A COMPLAINT

(a) Complaints can be lodged with the most appropriate SLFA staff member at the **local level** – which is the School. For example, the initial contact point for many complaints might be the School Principal or a student's teacher.

  (i) The School Principal can receive complaints at cairns@slfa.edu.au

  (ii) Complaints may also be sent to the SLFA Head Office at admin@slfa.edu.au

(b) Complaints about the School Principal or the SLFA Executive Officer must be lodged with the SLFA Board of Directors by emailing the complaint to chairman@slfa.edu.au

(c) Complaints about a Head Office Support Team staff member should be lodged with the SLFA Executive Officer at executive@slfa.edu.au

(d) Complaints about a SLFA Board Director should be sent to the SLFA Board Chair at chairman@slfa.edu.au

(e) Complaints about the SLFA Board Chair should be lodged with the SLFA Executive Officer, who will notify the SLFA Members.

(f) Complaints about the SLFA Board of Directors as a whole group should be referred to the Non-State Schools Accreditation Board (Qld) by phoning (07) 3513 6773 to discuss concerns.

  (i) 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).

(g) Complaints to the School can be lodged through various methods, including:

  (i) Phone,

  (ii) Email, or

  (iii) In person (by appointment).

(h) Written complaints are preferable to complaints made verbally so as to minimise the possibility of any miscommunication. However, complaints may be made verbally.

(i) If the complainant is uncomfortable directing their complaint to the most appropriate staff member at the local level, or wants to make a formal complaint, they can submit a complaint by:

  (i) completing a Complaint Form, or

  (ii) emailing the SLFA Executive Officer directly at executive@slfa.edu.au

(j) If the complainant is unsure where to direct their complaint, they can contact the SLFA Head Office for guidance by emailing admin@slfa.edu.au or phoning 1300 687 662.

(k) Where an anonymous complaint is lodged, SLFA or the School will follow the Complaints Handling Policy, when there is sufficient information to do so.

(l) Complaints raised under this policy that are not to be addressed under this policy will be redirected to the relevant policy for handling. See above – 'Matters NOT Managed Under this Policy' for the types of matters that may be addressed under a different policy or procedure).

2. Acknowledgment, Assessment and Referral

The staff member receiving the complaint will:

(a) acknowledge the complaint received within two (2) business days, outlining the next steps and where possible, the estimated time frames for handling the complaint; and

(b) assess the complaint using the definitions of informal and formal complaints in this policy and refer the complaint to the informal or formal complaints process.

3. Registration and Support

(a) The staff member receiving the complaint will promptly inform the School Principal of the complaint, who will then promptly enter the complaint details onto the *Complaints Register*, regardless of whether it proceeds through the informal or formal process.

(i) If the complaint received is about the School Principal, the appropriate Head Office Support Team staff member (the SLFA Executive Officer, Governance & Compliance Officer or Senior Education Officer) will enter the complaint details onto the *School Principal Complaints Register.*

(b) The staff recipient of the complaint will offer support to the complainant as appropriate, which may include assistance with completing forms or understanding procedures.

(c) If a student is a complainant, respondent or victim, or the child of a complainant, respondent or victim of a matter being managed through this policy, the School may offer the student support where appropriate, e.g. discussing suitable adjustments with parents/caregivers.

4. Informal Complaints Handling Process

(a) The **informal process** is designed to resolve issues promptly and collaboratively at the local level (i.e. at the School).

(b) The informal process may involve constructive discussion and negotiation between the complainant and the relevant staff member(s).

(c) If the complaint cannot be resolved informally, it will be escalated to the **formal process**.

5. Formal Complaints Handling Process

(a) The **formal process** begins with the assessment of the complaint by a designated staff member (e.g. the School Principal, or a Head Office Support Team – the SLFA Executive Officer, Governance & Compliance Officer or Senior Education Officer, (or the SLFA Board Chair for complaints against the School Principal or SLFA Executive Officer)).

(b) The School Principal, or a Head Office Support Team staff member may gather additional information through investigation, interviews, or evidence review.

(c) The School Principal, or a Head Office Support Team staff member, in collaboration with the staff member who received the complaint, will determine appropriate action, which may include:

(i) Mediation

(ii) Disciplinary measures

(iii) Implementation of policy changes

(iv) Referral to external agencies (e.g. police)

(v) Provision of written updates to the complainant throughout the process

(vi) Other actions the School Principal, or a Head Office Support Team staff member determine as appropriate in the circumstances.

6. Complaint Closure

(a) The *Complaints Register* will be updated with the date the complaint is closed (finalised) and a brief summary of the outcome will be recorded.

(b) The complainant will receive written notification of the outcome and any actions taken where appropriate.

7. Appeals Process

Complainants may appeal the outcome of a complaint by writing to the following people and raising their concerns about the outcome to their initial complaint raised.

Complainants can send their appeal to:

(a) the School Principal (for complaints not previously managed by the School Principal);

(b) a Head Office Support Team staff member – including the SLFA Executive Officer, Governance & Compliance Officer or Senior Education Officer (for complaints not previously managed by one of them – e.g. complaints previously managed by the Senior Education Officer should be appealed to the SLFA Executive Officer or Governance and Compliance Officer);

(c) the SLFA Board Chair (for complaints previously managed by the School Principal, or a SLFA Head Office Support Team staff member);

(d) the SLFA Executive Officer (for complaints previously managed by the SLFA Board Chair). The Executive Officer may notify and consult with the SLFA Members about the matter.

MONITORING & REPORTING

SLFA and its School is committed to monitoring and reporting on complaints, while ensuring principles of confidentiality and privacy are maintained. Monitoring and reporting will occur by:

1. Tracking and collating complaints, including all relevant records, using a secure system with strictly limited access to ensure confidentiality of information.

2. Reviewing information about complaints to:

   (a) identify common or recurring issues that may need addressing;
   (b) monitor the time taken to resolve complaints;
   (c) monitor the number and reasons for complaints referred for review;
   (d) assess the effectiveness of the *Complaints Handling Policy* and other policies and procedures and whether they are being correctly implemented and make improvements where necessary.

IMPLEMENTATION, AWARENESS & TRAINING

SLFA and its School is committed to raising awareness of the process for 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 its School will:

1. **Implementation and Awareness:** Promote and increase awareness of the *Complaints Handling Policy* to students, parents, carers and staff (including volunteers). New students and their families and new staff (including volunteers) will be made aware of policy and procedures upon commencement at the School.

2. **Accessibility:** Make the policy accessible from:

   (a) the School's office,
   (b) SLFA's Head Office (email admin@slfa.edu.au),
   (c) the SLFA website –http://www.silverlining.org.au/,
   (d) School Newsletters will also promote the policy on a regular basis.

3. **Training:** Train relevant staff on how to resolve complaints in line with this policy and related procedures and discuss complaints handling and the policy in staff meetings at regular intervals and maintain records of staff participation and training.

4. **Implementation and Awareness:** Act to encourage students, parents, carers and staff to contribute to a healthy work and school culture and environment where complaints are resolved with as little formality and disruption as possible.

5. **Awareness and Training:** Monitor complaints and resolutions and report on a high-level basis to the SLFA Board of Directors – the School's Governing Body, on complaint handling at the School.

SILVER LINING FOUNDATION AUSTRALIA – COMPLAINT FORM

Information Privacy

When lodging a complaint you are providing to Silver Lining Foundation Australia (SLFA) your personal information, including your name and contact details. All personal information you provide to SLFA is handled in accordance with the Australian Privacy Principles contained in the *Privacy Act 1988 (Cth).* SLFA will use your personal information for the primary purpose of investigating your complaint. It may be necessary for SLFA to disclose relevant personal information to the SLFA Board of Directors and/or other persons named in this complaint form, to help us with our investigation into your complaint. Your personal information collected in this form may also be disclosed by SLFA without further consent from you, where SLFA is authorised or required by law to disclose it.

Complainant's Details

Provide your name and contact details to help us facilitate your complaint.

Name	
Address	
Phone	**Email**
What is your preferred method of contact?	
I am: ☐ Student ☐ Parent/Carer ☐ Employee ☐ Other:	

Details about your Complainant

Provide the details as they relate to your complaint.

Name of person(s) that is the subject of your complaint:
Role of the person(s) who is the subject of your complaint:
Description of the complaint (What happened or did not occur, who was involved or responsible, date and time something happened or did not occur, where did it happen, etc. Please be specific and factual with the information that you provide. *Provide any supporting documentation (if available or applicable).*

Actions already taken in response to your complainant

Prior to you completing this Complaint Form, have you previously spoken to someone at SLFA or the School about your concern? *Select **ONE** options below and provide details.*

☐ **NO, I have not previously raised my concern with anyone at SLFA or the School.**

Why have you not previously raised your concerns with someone?

Provide details:

☐ **YES, I have previously raised my concern with someone at SLFA or the School.**

Who did you speak with, date and time you spoke with them, where you spoke with them, and what response did you receive from them about your concern, etc. Provide details.

Name of person you raised your concerns to:
Date you spoke with them about your complaint:
What response did you receive from them about your complaint?
Date you received a response about your complaint from them?

Complainant's Declaration

In submitting this Complaint Form I confirm 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: / /

EMPLOYEE POLICY DECLARATION FORM

Complaints Handling Policy

I declare that:

1. I have read the **SLFA COMPLAINTS HANDLING POICY**, and
2. I understand its content, and
3. I sought clarification from my supervisor/manager, or a SLFA Head Office Support Team staff member such as the SLFA Executive Officer, Governance & Compliance Officer or Senior Education Officer, prior to signing this Declaration Form, where I had questions about the policy.

I understand that:

1. It is my responsibility to perform any obligations and responsibilities placed on me under this policy, any related policies and any relevant legislation, to the best of my ability and all times, and
2. I should continue to seek clarification or ask questions about the policy, procedures and any of my obligations under it, whenever I need to, and
3. I can seek guidance or assistance from my supervisor / manager or a SLFA Head Office Support Team staff member such as the SLFA Executive Officer, Governance & Compliance Officer or Senior Education Officer, whenever I need to.

EMPLOYEE SIGNATURE

Name:		**Signature:**	
Work Site:		**Date:**	

SLFA EXECUTIVE OFFICER*, SCHOOL PRINCIPAL or SUPERVISOR'S SIGNATURE

Name:		**Signature:**	
Position:		**Date:**	

*Note: Governance & Compliance Officer may sign as the SLFA Executive Officer's delegate.

RECORD KEEPING PROCEDURE			
STEP	**WHO**	**TASK**	**PROCEDURE**
1.	EMPLOYEE	EMAIL to Central Office	Scan fully signed and completed Declaration Form to your SLFA work or personal email. Forward your email to admin@slfa.edu.au – cc your Supervisor into the email.
2.	CENTRAL OFFICE	SAVE in SharePoint	Save scanned Declaration Form to employee's digital Staff PD & Training Folder in 365 and update the Policy Training Register.
3.	SUPERVISOR	FILE Hardcopy	HARDCOPY Completed: File scanned Declaration Form in employee's hardcopy HR folder in your office (restricted access).
4.	EMPLOYEE	KEEP Record	Retain a copy (hardcopy or digital) of your signed Declaration Form for your own personal records.