



Warragamba Silverdale  
Neighbourhood Centre

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## Complaint and Grievance Form Policy

This Complaint and Grievance Form Policy applies to all Employees of the business.

The objective of the policy is to provide a standardised and structured format for employees to raise concerns, complaints, or grievances.

The requirement is for all staff to comply with the Complaint and Grievance Form.

Procedures (not required)

## Purpose

The purpose of this policy/form is to provide a standardised and structured format for employees, contractors, and other stakeholders to raise concerns, complaints, or grievances within Warragamba Silverdale Neighbourhood Centre Inc. This form aims to facilitate clear communication and documentation of the complaint or grievance, supporting the effective management and resolution of issues in accordance with Warragamba Silverdale Neighbourhood Centre Inc's Complaint and Grievance Policy

## Objective

The objectives of the policy/form are:

- To ensure that all relevant information is captured and documented in a consistent manner, enabling a thorough and accurate investigation of the complaint or grievance.
- To facilitate timely reporting and resolution of complaints and grievances by providing a user-friendly and accessible format for raising concerns.
- To encourage employees, contractors, and other stakeholders to engage in open communication and constructive problem-solving by providing a clear and structured process for raising complaints and grievances.

## Policy Requirements

To achieve the objectives outlined in this Complaint and Grievance Form, the following requirements must be met:

- **Completion of the Complaint and Grievance Form:** Employees, contractors, and other stakeholders raising a complaint or grievance should complete this form in as much detail as possible, providing all relevant information and supporting documentation. This may include details of the incident, the parties involved, the nature of the complaint or grievance, any attempts to resolve the issue, and the desired outcome.
- **Submission of the Complaint and Grievance Form:** Completed forms should be submitted to the designated Complaint and Grievance Officer, either in person, by email, or through a secure online submission process, as appropriate for the specific workplace. The form may also be submitted to the employee's supervisor if the complaint or grievance is related to their direct work environment.
- **Acknowledgement and Investigation:** Upon receipt of the Complaint and Grievance Form, the Complaint and Grievance Officer or supervisor will acknowledge receipt of the form and initiate the investigation process in accordance with Warragamba Silverdale Neighbourhood Centre Inc's Complaint and Grievance Policy. This may involve gathering additional information, conducting interviews, or consulting with relevant parties.
- **Confidentiality:** All information provided in the Complaint and Grievance Form will be treated as confidential, with access restricted to authorised personnel involved in the investigation and resolution process. Warragamba Silverdale Neighbourhood Centre Inc is

committed to protecting the privacy of all parties involved in the complaint and grievance process, in accordance with the *Privacy Act 1988 (Cth)* and other relevant legislation.

- **Follow-up and Resolution:** The Complaint and Grievance Officer or supervisor will provide regular updates on the progress of the investigation and work towards a fair, transparent, and timely resolution of the complaint or grievance. This may involve informal resolution methods, such as mediation, or formal processes, such as disciplinary action, depending on the nature and severity of the complaint or grievance.

By using this Complaint and Grievance Form to raise and document concerns, employees, contractors, and other stakeholders contribute to a fair, transparent, and respectful workplace environment, where issues can be addressed and resolved in accordance with Warragamba Silverdale Neighbourhood Centre Inc's Complaint and Grievance Policy.

The Director is responsible for communicating the Complaint and Grievance Form Policy to all persons working for or on behalf of the organisation and making it available to interested parties.

Name:					
Date:					
Department:					
Nature of Complaint/Grievance (please tick):					
<input type="checkbox"/>	Bullying/Harassment	<input type="checkbox"/>	Discrimination	<input type="checkbox"/>	Other employment-based grievance

Name/s of the person/people against whom the complaint is made:

Date/Dates on which the alleged behaviour occurred:

Please describe the nature of the complaint/grievance and when these events/issues occurred:

Are you aware of any other person who may have witnessed this behaviour?

If yes, please provide the names of these witnesses.

Outline any steps you have taken to attempt to resolve the grievance (if applicable):