

National School Chaplaincy Program 2019-2022

Notice of Complaint Form

Please complete all fields. Note, you can remain anonymous if you prefer.

Complainant name and surname:

Address:

Phone:

Email:

School Name:

Chaplain's Name:

Date of Incident (dd/mm/yyyy):

Category of Complaint

(Refer to ACT Guidelines, complaint may be more than one category. Tick all that apply)

- Code of Conduct – alleged serious breach
- Code of Conduct – alleged other breach
- Non-Code of Conduct – significant complaint
- Non-code of Conduct – other complaint
- Program administration complaint

Nature of Complaint:

(Please tick the box that applies to this complaint)

- | | |
|---|--|
| <input type="checkbox"/> Alleged breach of confidentiality | <input type="checkbox"/> Opposition to the existence of the program |
| <input type="checkbox"/> Alleged counselling by chaplain | <input type="checkbox"/> Alleged lack of community support for the program |
| <input type="checkbox"/> Alleged proselytising by chaplain | <input type="checkbox"/> Alleged program implementation issues |
| <input type="checkbox"/> Alleged inappropriate referral by chaplain | <input type="checkbox"/> Issue with the specific chaplain |
| <input type="checkbox"/> Alleged performance issues by chaplain | <input type="checkbox"/> Did not opt into the program |
| <input type="checkbox"/> Alleged child safety issue | |
| <input type="checkbox"/> Other (please give details below) | |

Details of the complaint

(Please provide as much detail as possible – maximum 1500 words if necessary, in an attachment).

Has the complaint been reported to other bodies? Yes No

If yes, provide details of to whom and when the complaint was made:

Has the complaint been resolved? Yes No

Please detail how the complaint was managed and the outcome of actions taken (if known).

Privacy Notice

The ACT Education Directorate is collecting information on this form for the purposes of investigating and seeking to resolve your complaint in relation to the National School Chaplaincy Program. The Directorate manages information collected from you in accordance with the Privacy Act 1988. In investigating your complaint, the school/Directorate may give some or all of this information to:

- ACT Education and Directorate employees
- Australian Government of Education and Training
- ACT Minister for Education and Ministerial staff
- National School Chaplaincy Program Funding Recipients
- Schools and their staff
- Chaplains