



## **Good Sams Foundation - Internal Complaints Process**

**Updated: 9 July 2024**

The Good Sams Foundation has an internal complain process so that we can address any employee and volunteer complaints – including allegations of discrimination and harassment and wrong doing - quickly.

Please read our Bullying and Harassment Policy [here](#)

Our process is confidential – your complaint will only be shared,

- Fair – Both the complainant and the respondent (the person being complained about) will be given the opportunity to present their version of events to an impartial person
- Confidential – Information about a complaint will only be provided to those people who need to know about it, for the complaint to be actioned properly.
- Transparent – The complaint process and the possible outcomes of the complaint will be clearly explained, and the people involved will be kept informed of the progress of the complaint and the reasons for any decisions.

### **Process**

- 1) Initial contact point
- 2) Please email your complaint to the Executive Director - [smears@goodsams.org.au](mailto:smears@goodsams.org.au).

If your complaint relates to the Executive Director – please email the Chair of the Board of the Good Sams Foundation – [mslattery@codea.com.au](mailto:mslattery@codea.com.au)

- 3) Early resolution - Your complaint will be passed to two impartial non-executive Directors of the Good Sams Foundation Board who will define how best to proceed with the complaint and the process and people the recommend so that an early resolutions can be reached

Please allow 5 – 10 working days depending on complexity

- 4) Formal resolution – If you wish to proceed with a formal complaint and if it is deemed by the 2 responsible non-executive Board Directors that this is considered to be the most appropriate course of action we will:
- Ask you to submit a fully documented complaint – including any supporting information – dates/times/witnesses’ period of 5 years from the date of lodgement.
  - Advise the respondent about the complaint and that they have the opportunity to respond in writing or in an interview
  - Consider and advise yourself and the respondent of any proposed decisions and actions that will be taken and the relevant timeline for enacting same.
  - During this part of the process, you will be given the opportunity to comment on the information that has been provided by the respondent and to provide any other information to support your allegations before a final decision is made.

5) Outcomes from the process

- a) Where the allegations are admitted or substantiated Outcomes for the respondent may include: • disciplinary counselling • an official warning • a requirement to attend discrimination and harassment awareness training • a requirement to provide a formal apology to the complainant • disciplinary action (e.g. demotion, transfer, suspension, probation or dismissal) • participation in mediation to restore relationships in the workplace.

Outcomes for the complainant may include: • re-crediting of any leave taken as a result of the discrimination or harassment • supportive counselling • a change in the work environment, as requested, for example, a change in workdays • participation in mediation to restore relationships in the workplace

- b) Where the allegations are not admitted or substantiated action may still be required as appropriate. For example, training or coaching may be required.