



Scouts Australia Tasmanian Branch

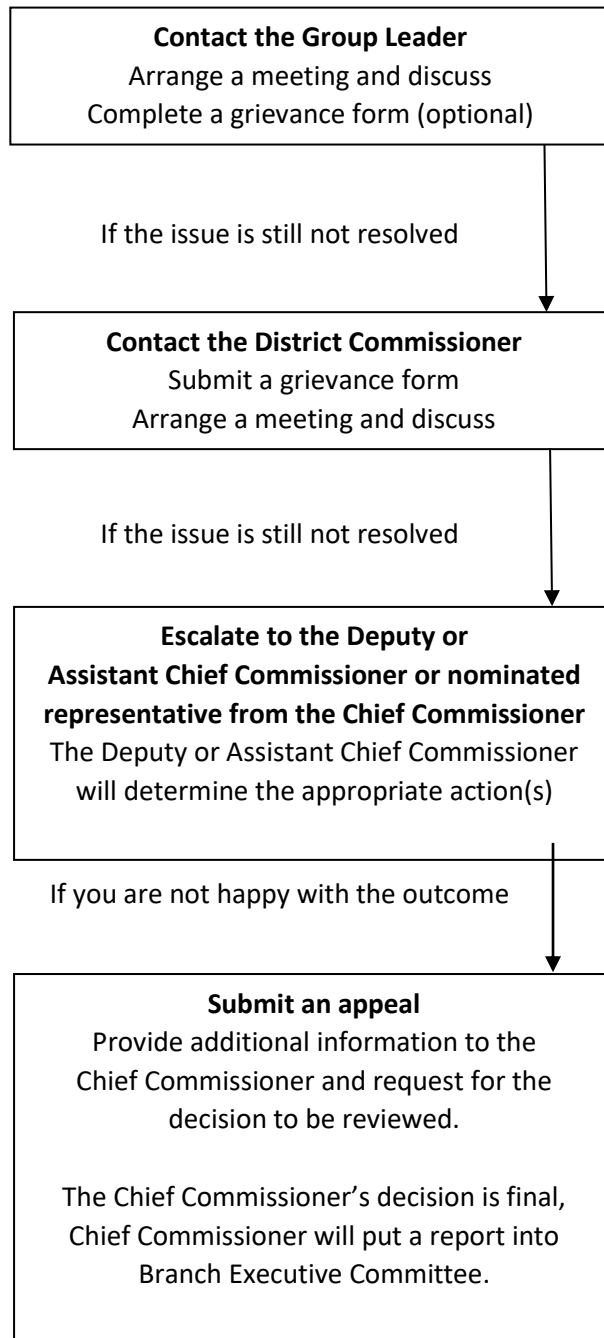
Grievance/Complaint form for Community Members

Please contact our State Office Manager on 6229 9385 and they will provide you with the details of the person who you should submit your issue to. After completing this form please email a copy office@tas.scouts.com.au or cc@scoutstas.org.au. You will then receive an acknowledgement letter from the Branch office, normally via email, informing you of the next step in the process.

YOUR DETAILS	
First Name:	Surname:
Relationship with Scouts Tasmania (if applicable):	
Address:	Phone (Work):
Mobile:	Phone (Home):
Email:	
COMPLAINT DETAILS	
Please include as much information as you can (eg: witnesses, dates, events etc). If you need to you can add extra pages or attach any documentation that you believe is relevant:	
What steps have you already taken to resolve the issue? (eg: who you have spoken to, what was discussed/agreed and what action(s) have already taken place etc)	
What action do you believe is needed now for the issue to be resolved?	
Your Signature:	Date:

Branch use only	
Date received:	
Received by:	
Date acknowledgement sent:	
Complaint referred to:	
Date:	
Other notes:	

Flow Chart for Resolving Complaints – Community Members



Notes

1. A signed copy of all completed grievance forms is to be emailed to the Branch office by the Community Member. Group Leaders and District Commissioners should also send any forms and documents that they receive as well (even if you think that they have already been submitted).
2. Mediation is an option at any stage, if all involved parties agree. The mediator must be mutually agreed prior to the mediation commencing.
3. Considerable flexibility is available at each stage in the grievance process to find the most practical, effective and efficient manner to resolve the matter. These processes may include (but are not limited to) informal enquiry, formal enquiry and investigation by a third party.
4. Where a grievance may relate to harm or possible sexual abuse of a youth member, it is normal practice that the matter is first referred to the Tasmanian Police. Once referred, Scouts Tasmania cannot proceed with the resolution process until the Tasmanian Police advise that we may do so.
5. At any stage during the resolution process, the next highest level of the leadership structure may request that the preceding level investigate the matter further, and then review their findings/decisions.
6. We recognise that this process may be stressful to you. As such, we encourage you to utilise the counselling services available through Converge International if needed. We will pay for the first three consultations during the grievance process. Please contact our State Office Manager on 6229 9385 if you would like to proceed with this option.