**2019-2022 National School Chaplaincy Program**

**Chaplaincy complaint form**

Please ensure that you complete all sections of this form ahead of time in order for the appropriate staff to investigate the complaint before meeting with you. This will ensure your concerns are addressed in a timely manner.

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| **Complaint details (to be completed by complainant)** | | | |
| **Complainant details** |  | | |
| **Name**  (title, first and last name) |  | | |
| **Email** |  | **Phone** |  |
| **Address** |  | | |
| **School name** |  | | |
| **Service provider**  (if applicable) |  | **Date of incident**  (If appropriate) |  |
| **Category of complaint**   * Code of conduct * Program administration * Other (please specify) | |  | |
| **Nature of complaint**   * Alleged breach of confidentiality * Alleged serious breach * Alleged counselling by chaplain * Alleged proselytising by chaplain * Alleged child safety * Other (please specify) | |  | |
| **Complainant relationship to school**   * Staff * Volunteer * Parent/carer * Student * School P&C * School Council/Board * Community member * Other (please specify) | |  | |
| **Administration use only (to be completed by school principal)** | | | |
| **Outcome of complaint**   * Resolved * Not resolved | |  | |
| **If not resolved, at what level was the complaint progressed?**   * Service provider * Relevant governing body or system * System or school complaints process | |  | |
| **Principal signature and date** | |  | |

Once the form is completed, principals are to scan and send to the relevant education sector for compilation by the last working day of term.

* Public schools: [Chaplaincy@education.wa.edu.au](mailto:Chaplaincy@education.wa.edu.au)
* Catholic schools: tbc
* Independent schools: [Chaplaincy@ais.wa.edu.au](mailto:Chaplaincy@ais.wa.edu.au)