FV-21a | Grievance Form

APPROVED BY THE COMMITTEE
Reviewed November 2026

Scope

Employees and volunteers; optional reporting aid, not a barrier to a complaint.

Before completing

For immediate danger call 000. Report child safety concerns immediately under the Child Safe Reporting Policy; do not wait to complete this form. Submit securely to the EO, the President if the EO is involved, or an unconflicted Committee member if the President is involved. You may report verbally or ask a support person to help. Do not include unnecessary health, financial or identifying child information.

Reporter information

Date and preferred contact method

_____

_____

Name and role (optional if anonymous)

_____

_____

Safe contact details and safe times to contact

_____

_____

Accessibility, cultural or support needs

_____

_____

Support person/representative (optional)

_____

_____

Your concern

What happened? Include dates, places and people involved.

_____

_____

What did you see or hear directly? Distinguish facts from other information.

Is anyone currently unsafe? What immediate help is needed?

What relevant records exist and where are they stored securely?

What outcome or support would you like?

Any earlier steps or external reports (not compulsory before reporting)?

Office use - restricted access

Received by/date; conflict check and independent handler

Safety triage and interim action; child safety/crime/OHS/privacy referrals

External notification duties, agency, date and reference

Acknowledgement date; agreed communication and support

Allegations provided to respondent; response and evidence considered

Findings, reasons and authorised outcome

Actions, responsible person and due date

Review request and independent review outcome

Updates to parties; follow-up safety check

Record location, access restrictions and retention/legal hold

References and review

Reviewed November 2026. Review again in November 2027, or earlier after a relevant legal, service or risk change.

Victorian Child Safe Standards; Child Wellbeing and Safety Act 2005 (Vic)
https://www.vic.gov.au/child-safe-standards

Privacy Act 1988 (Cth): coverage and exemptions
https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act/rights-and-responsibilities