

## ACC Policies

# Grievance and Complaints Policy

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### Purpose

- This policy provides information for members who have a grievance with another member or the Australian Cadet Corps as well as outlining procedures for any person to make a complaint about the Australian Cadet Corps or a member.

### Definitions

- **Grievance** means an actual or perceived wrong experienced by a member or members.
- **Aggrieved** means the member who has expressed their concerns and initiated the grievance.
- **Dispute** means two or more members having interpersonal difficulties (such as conflict of personality or ideological differences) where the situation is unduly affecting the ability for any member to perform their duties effectively or efficiently.
- **Complaint** means expressing a concern, dissatisfaction or frustration with the quality of an Australian Cadet Corps event or activity or regarding the conduct of a member with regard to the Australian Cadet Corps constitution, rules or policies.

### Grievances and Disputes

- Grievances and disputes should be resolved as early as possible to avoid escalation.
- In the first instance of a grievance or dispute, the member or members concerned should make genuine attempts to resolve the matter between themselves, generally by the aggrieved member speaking with the relevant member and/or their superior. Most grievances and disputes are minor matters which can be resolved in this way without the need for any further action. A matter resolved in this way is considered an informal resolution.
- Should attempts to resolve a grievance or dispute fail, any or all of the members concerned may seek a mediated resolution by raising the matter with their superior. For clarity, raising a grievance or dispute with a superior does not automatically require a mediated resolution and where possible, the superior should provide advice and assist the members with an informal resolution.
- Nothing in this policy restricts a member's rights under clause 10 of the constitution.

### Complaints

- Any person can make a complaint, verbally or in writing, to any officer of the Australian Cadet Corps.
- Complaints are to be handled fairly, efficiently and effectively.
- It is recommended that complaints be submitted in writing **via the Report Concern Form**, available at <https://cadets.org.au/contact/>
- The minimum information required when making a complaint is:
  - Contact information (unless making an anonymous complaint – see below)
  - Details of the concern leading to the complaint
  - What outcome the complainant would like or expect

- The Australian Cadet Corps will accept anonymous complaints where there is a compelling reason to do so and will handle the complaint in the same manner as any other complaint provided there is sufficient information to do so.
- Anonymous complainants will not receive acknowledgement of receipt of the complaint or feedback of the outcome of the complaint.
- Upon receiving a complaint, an officer of the Australian Cadet Corps should acknowledge the receipt of the complaint. Additionally the aggrieved should be provided with updates as the investigation progresses.
- The Aggrieved will not automatically be entitled to know the specific details of the outcome of a complaint but will be informed of:
  - Whether the complaint was declined, dismissed or if action was taken,
  - The reason for the decision,
  - Any action taken or proposed remedy as far as it relates to the aggrieved,
  - Any review or appeal available to the aggrieved.
- The Australian Cadet Corps will take all reasonable steps to ensure complainants are not adversely affected because of complaints made by them or on their behalf.

## Breaches of Safety Relating to Youth Members

- The Australian Cadet Corps (ACC) is committed to maintaining a safe and supportive environment for all children and young people.
- Any concerns, complaints, or allegations regarding breaches of the ACC Child Safe Policy or Code of Conduct are taken seriously and will be managed with fairness, sensitivity, and in accordance with relevant policies and procedures.
- Complaints can be made by youth, parents, volunteers, staff, or members of the public.
- Reports should be submitted in writing **via the Report Concern Form**, available at <https://cadets.org.au/contact/>
- All reports will be treated confidentially and acted upon promptly, with a focus on ensuring the safety and wellbeing of all involved.

## Review

This policy will be reviewed annually by the Australian Cadet Corps Administration Department.

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