



# Anglican Church of Australia

## Anglican Long Service Leave Fund

### COMPLAINTS GUIDELINE

The Anglican Long Service Leave Fund (“the Fund”) is committed to being responsive to the needs and concerns of our dioceses and participating organisations, and to resolving your complaint as quickly as possible.

This document is to provide guidance on the manner in which the Fund receives and manages your complaint.

#### Definitions

The Long Service Leave Canon 2010 (“the Canon”) defines a **Participant** as:

- (i) a member of the clergy in receipt of an ordinary stipend; or
- (ii) a person employed by a participating diocese or participating organisation who:
  - (a) with the consent of the Board is nominated as a participant by the participating diocese or participating organisation; or
  - (b) is a member of a class of people defined with the consent of the Board as a participant by the participating diocese or participating organisation.

The Board has resolved to define further classes of participants under paragraph (ii)(b) of the definition of Participant, namely:

1. Lay persons engaged as Lecturers in Theological Colleges (Note: the college must:
  - (a) be a participating organisation
  - (b) employ the person as a lecturer.)
2. Lay persons licensed as Chaplains by a Bishop
3. Lay persons licensed by a Bishop to a Ministry in a Parish

Section 27 of the Canon states a **participating organisation** is:

- (1) An organisation which engages 1 or more members of the clergy and agrees to the terms and conditions of participation in the scheme of this Schedule, upon application to and approval by the Board, becomes a participating organisation.

#### Participant Complaints

If you have a concern or are dissatisfied with the operations of the Fund, you should in the first instance consider speaking directly with your diocese or participating organisation.

If your diocese or participating organisation is unable to address your concerns, you can request the diocese or participating organisation lodge a complaint with the Fund on your behalf (see following section).

The Fund cannot provide advice or direction regarding the policies and procedures of your diocese or participating organisation.

## **Diocesan or Participating Organisation Complaints**

If you have a concern or are dissatisfied with the operations of the Fund, you should in the first instance consider liaising directly with the Long Service Leave Administrator, Ms Shirall Mayers.

The Long Service Leave Administrator can be contacted via telephone (02 8267 2710) or email ([longservice@anglican.org.au](mailto:longservice@anglican.org.au)).

If the Long Service Leave Administrator is unable to address your concerns or you are unhappy with the first response to your concerns, you can request the outcome be considered by the Long Service Leave Board.

Requests for the Long Service Leave Board to consider any concerns or complaints are to be made in writing, detailing your concern or complaint and the outcome you want.

Correspondence to the Long Service Leave Board can be sent to the Secretary of the Fund, Mrs Bernadette Bateman via email ([finance@anglican.org.au](mailto:finance@anglican.org.au)).

## **Complaints Procedure**

To investigate your complaint, the Fund will be relying on information provided by you and information we may already be holding. The Fund may need to contact you to clarify details or request additional information where necessary.

The Fund will endeavour to ensure that the complaint is dealt with within a reasonable time frame and advise the diocese or participating organisation of the outcome and any decisions made. Where appropriate we may amend our business practices or policies.

You are able to make enquiries about the current status of your complaint at any time by contacting the Long Service Leave Administrator or the Secretary of the Fund.