



Anglican Church of Australia

Anglican Long Service Leave Fund

COMPLAINTS GUIDELINE

The General Synod of the Anglican Church of Australia established the Anglican Long Service Leave Fund Ltd (the Fund) in order to assist dioceses and participating organisations in managing the leave entitlements of Anglican Clergy and other participants (participants).

The Fund is managed by a Board as set out by the Long Service Leave Canon 2010 (The Canon). The Board pays a fee to the General Synod office to run the Fund's day-to-day operations.

The Canon sets out how the Fund is to operate.

The Fund provides a service to the dioceses and participating organisations, who are, responsible for their own participants. There is no direct relationship between the Fund itself and participants.

The Fund is committed to responding to the needs and concerns of dioceses and participating organisations and resolving complaints as quickly as possible.

This document is to provide guidance on how the Fund receives and manages complaints.

Definitions

Part I, section 1 of the Schedule to 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 Long Service Leave Fund Board (the Board) has resolved to define further classes of participants under paragraph (ii)(b) of the definition of Participant, namely:

1. *Lay persons licensed as Chaplains by a Bishop*
2. *Lay persons licensed by a Bishop to a Ministry in a Parish*

Part I, section 1 of the Schedule states that a Participating Organisation means:

- (i) *an organisation which was a participating organisation for the purposes of the Initial Canon or the Former Canon; and*
- (ii) *an organisation admitted under Part V of this Schedule to be a participating organisation.*

Section 27(1) in Part V of the Schedule provides that a participating organisation is:

- (1) *An organisation which engages one 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 Fund's operations, you should first 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 a Diocese or Participating Organisation has a concern or wishes to make a complaint about the Fund's operations, it should first consider liaising directly with the Long Service Leave Administrator.

The Long Service Leave Administrator can be contacted by telephone at 02 8267 2710 or 02 8267 2700 or by email at longservice@anglican.org.au.

If the Long Service Leave Administrator is unable to address the concern or complaint raised or you are unhappy with the response received, you can request that the Board consider your concern or complaint.

Requests to the Board to consider concerns or complaints are to be made in writing, detailing the concern or complaint and the outcome sought.

Correspondence to the Board can be sent to the Secretary of the Fund (the Secretary) via telephone ph0412 204 501 or email finance@anglican.org.au.

If the Secretary is unable to address the concerns and complaints, or you are unhappy with their response, you can request the outcome be considered by the General Synod Standing Committee.

Requests for the General Synod Standing Committee to consider any concerns or complaints are to be made in writing, detailing the concern or complaint and the outcome sought.

Correspondence to the General Synod Standing Committee can be sent to the General Secretary of the General Synod via email at generalsecretary@anglican.org.au.

Complaints Procedure

To investigate complaints, the Fund will rely on information provided by the complainant and information it may already have. The Fund may need to contact the complainant 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, the Fund may amend its business practices or policies.

Complainants can inquire about the current status of their complaint at any time by contacting the Long Service Leave Administrator or the Secretary of the Fund.