



# Complaint Policy & Procedure

June 2026

# COMPLAINTS POLICY & PROCEDURE

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## Introduction

Skunkworks Community Limited (Skunkworks) is deeply committed to ensuring that any person or organisation using services provided by Skunkworks, or affected directly by its ongoing operations, has an unequivocal right to lodge a complaint. We guarantee that all raised concerns will be thoroughly addressed in ways that ensure comprehensive access, equity, systemic fairness, institutional accountability, and operational transparency.

To uphold this framework, the organisation provides a centralised complaints management procedure that is:

- Simple, transparent, structural, and inherently easy to use for all parties involved.
- Readily available to all active members, community clients, and external stakeholders via the official Skunkworks website.
- Structured to ensure that complaints are fairly assessed, objectively verified, and responded to promptly.
- Procedurally fair, strictly adhering to the core principles of natural justice and unbiased assessment.

## Core Principles & Our Commitment

When an individual or collective files an official complaint with Skunkworks Community, they can expect a strict adherence to professional standards. The organisation formally commits to the following operational actions:

- Treat you with absolute respect, courtesy, and professional dignity throughout the entire cycle.
- Proactively communicate and tell you exactly what to expect while your complaint is being actively looked into.
- Carry out the complete complaint handling, triage, and review process in an explicitly fair, open, and unbiased way.
- Provide clear, documented, and structurally sound reasons for all executive decisions that are finalised.
- Protect your individual privacy and maintain case confidentiality in accordance with protective data protocols.

## Procedure for Lodging a Complaint

Any individual wishing to initiate a formal complaint may do so via written letter, electronic mail, or structured verbal communication. Initial filings should be directed to the following personnel based on context:

- The specific volunteer they were directly dealing with at the time of the incident, unless the core complaint concerns the actions of that specific individual.
- Directors of Skunkworks Community.
- The appointed Skunkworks Company Secretary.

## Intake Allocation Routing Matrix

To ensure objective triage, handling responsibilities are systematically segregated based on the subject of the complaint:

Subject / Nature of the Complaint	Designated Complaint Handling Authority
A product or service delivered by Skunkworks	Dealt with and resolved by a Skunkworks Community Director.
An active organisational volunteer	Dealt with by the executive Directors, the Company Secretary, or an official independent delegate appointed by the Directors.
A sitting Director of Skunkworks	Directly handled and evaluated by the Company Secretary to ensure governance independence.
The active Company Secretary	Formally managed and resolved by the remaining executive Directors of Skunkworks.
Internal Complaints (Volunteer-to-Volunteer)	Evaluated and structurally mediated directly by the executive Directors of Skunkworks.

### Official Channels for Written Complaints:

**Registered Physical Office:** Skunkworks Community Limited, 22 Fairmont Ave, Camberwell VIC 3124

**Dedicated Secure Email Address:** [contacttheskunk@gmail.com](mailto:contacttheskunk@gmail.com)

## Procedure for Complaint Management

The authorised individual assigned to manage the file takes full operational responsibility for steering the matter through three specific lifecycle phases:

### Phase I: Intake & Systematic Registration

1. Immediately log and register the incoming file into the official central Skunkworks Complaints Register.
2. Inform the complainant in writing within a prompt timeframe that their submission has been successfully received, providing them with explicit documentation regarding the evaluation process, immediate next steps, and expected timelines.

## Phase II: Investigation & Timeline Thresholds

1. Initiate a thorough examination and review of the complaint file within 5 working days of structural receipt.
2. Issue a formal advisory letter to the complainant within 10 working days of receipt. This letter must outline the explicit investigative actions being deployed to evaluate and resolve the issue, along with an expected date for milestone resolution.
3. Standard Resolution Target: As far as structurally possible, all complaints or official appeals must be comprehensively investigated and resolved within 20 working days of receipt. If an intricate case requires an extension beyond this boundary, the handler must proactively inform the complainant of the underlying reasons and provide a revised, firm alternative timeframe.

## Phase III: Resolution & Decision Execution

1. Finalise an official executive decision, or refer the file to the appropriate Board or panel for a binding resolution, within the mandatory 20-working-day window.
2. Formally notify the complainant of the precise outcome, the core rationale behind the decision, and any available operational options for further escalation or external review.

## Escalation Pathways & External Grievance Review

In the event that a complainant remains fundamentally unsatisfied with the internal resolutions or decisions finalised by Skunkworks Community, they maintain the right to escalate the matter externally. Complainants may lodge an independent file with the official Ombudsman Office within their respective State territory. The relevant Ombudsman's office will independently determine if it possesses the statutory power and jurisdiction to investigate your specific complaint.

## Record Keeping & Information Governance

A centralised, highly secure Register of Complaints will be continuously maintained by Skunkworks. The register is personally overseen by the Skunkworks Community Secretary and must capture the following specific items for every case file:

- Full details of the complainant alongside the explicit nature and category of the lodged complaint.
- The precise calendar date on which the complaint was formally lodged.
- Comprehensive records of all interim investigative actions, interviews, and remediation steps taken.
- The final date of case resolution, supported by the exact reason and rationale behind the decision.
- A verifiable indication confirming that the complainant has been officially notified of the finalised outcome.
- The recorded response of the complainant, detailing any subsequent feedback or requests for further escalation.

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Data Retention Protocol: Full physical or digital copies of all correspondence, legal letters, evidence, and other materials received or issued by Skunkworks in connection with any complaint must be securely archived for a mandatory period of 7 years.

Access Restrictions: The complaints register, supporting files, and interview notes are strictly confidential. Access is legally restricted exclusively to the executive sitting Directors of Skunkworks Community.

## Ancillary Policies & Cross-References

This Complaint Policy operates as an integrated piece of our broader operational risk portfolio. To ensure complete systemic alignment across workshops and intensive performance camps, it must be read alongside the following operational elements:

- General Organisational Code of Conduct
- Personnel Recruitment and Screening Policy
- Grievance Procedure – explicitly embedded within the Skunkworks Community Constitution
- Corporate Risk Management Plan
- Child Safe Training Action Plan
- Child Safety and Wellbeing Policy

## Policy Maintenance and Governance

### Administration of this Policy

The Director (Governance and Strategy) maintains direct executive responsibility for the application, deployment, and daily administration of this framework.

### Amendments to this Policy

Following formal approval of this framework by the Board, further amendments, structural updates, and minor regulatory revisions are delegated to the SW Directors for immediate approval. This Policy must undergo a mandatory comprehensive review on an annual basis. Governance confirmation and policy updates must be finalised within 3 months following the conclusion of the financial year.

## Document Version Control & Revision Archive

The registry below tracks the administrative lifecycle and modification history of this Policy framework:

Version	Date	Author	Summary of Change / Expansion	Approved By
V1.0	25/08/2025	Dusty Vallance	Creation and initial formal layout drafting of the corporate Policy.	SW Directors

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V1.1	25/04/2026	Dusty Vallance	Insertion of structural cover page formats and metadata alignment.	SW Board
V1.2	23/06/2026	Dusty Vallance	Comprehensive expansion into fully standardised operational working policy document.	Pending Review