

From: CJF
Sent: 31 Jul 2013 16:54:46 +1000
To: Hatch, Jacqueline SQNLDR
Subject: RE: Lodgement of complaint regarding actions of staff member at Wagga [SEC=UNCLASSIFIED]
Importance: Normal

Hi Ma'am,

I have spoken with ^{CJE} and will await your advice. If you could please call me that would be great as I have cadets this evening and it is always a bit busy.

Cheers

CJF

From: jacqueline.hatch@defence.gov.au
To: CJF
Date: Wed, 31 Jul 2013 14:59:15 +1000
Subject: RE: Lodgement of complaint regarding actions of staff member at Wagga [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi CJF

I have had a chance to speak with both SQNLDR (AAFC) Banfield and the OC today. I have sent an email to ^{CJE} to update her. I will be out of the office for the next hour, but will fill you in as soon as I get back.

Thanks,

Jacqueline Hatch
 SQNLDR
 Personnel Admin
 Cadet Branch - Air Force

Email: jacqueline.hatch@defence.gov.au
 Ph: REDACTED
 Fax: 02 6128 7305

From: CJF
Sent: Wednesday, 31 July 2013 13:28
To: Hatch, Jacqueline SQNLDR
Subject: RE: Lodgement of complaint regarding actions of staff member at Wagga [SEC=UNCLASSIFIED]

Morning Ma'am,

Any news on this please? (feeling nervous about Wing Comps this weekend in

which REDA will be attending)

I also thought I would let you know that REDACTED is the Deputy Wing Warrant Officer.

It amazes me that we put pressure on cadet victims to ensure staff complaint matters are kept 'need to know', yet we drag our heels and put up more barriers in order to make that cadet feel better. Ill leave my other thoughts for my official complaint, but this just provides me more information to include. Ill let them keep digging their holes bigger and bigger.

Thanks

CJF

PLTOFF(AAFC)
XO 302SQNA AFC

Date: Tue, 30 Jul 2013 19:40:57 +1000
Subject: Fw: Lodgement of complaint regarding actions of staff member at Wagga [SEC=UNCLASSIFIED]
From: CJF
To: jacqueline.hatch@defence.gov.au
CC: CJE ; CJO

Good evening Ma'am,

Please find below an email from Banfield to CJE and our CO.

As per the email copied to you last Friday, an arrangement was made that Banfield was able to contact CJE via email only copying myself in to all correspondence. He has not followed the second part of that arrangement and he has now put it back on CJE to lodge a complaint.

With reference to his first sentence, CJE has lodged a formal complaint through her chain of command, that being me, and I have followed procedure and passed that up through my chain of command.

With reference to his last sentence, he has already received a formal complaint and the email I forwarded you was his acknowledgement of receipt of the complaint. Why is she required to re write and re lodge an already acknowledged complaint?

Questions must be made regarding the reasoning behind the request to reformat and re lodge the complaint. It seems strange and outside the bounds of procedure. Is it because of the person the complaint is about? Are headquarters placing this in the too hard basket? Or is it because CJE is the complainant and I am the staff member forwarding on the complaint?

After speaking with CJE and her Miss CJO it is requested Banfield no longer have any contact with her as he cannot comply with the arrangement made and is acting outside procedures with respect to complaints.

It is requested the original complaint sent through is actioned and if there are any points which need to be clarified then those questions are emailed through and they will be replied to.

Thank you for your time and consideration in this matter.

CJF

PLTOFF(AAFC)
XO 302SQNA AFC

----- Original message -----

From: CJE <REDACTED>
Date:
To: "PLTOFF(AAFC) CJF" <CJF@aafc.org.au>
Subject: Fw: Lodgement of complaint regarding actions of staff member at Wagga [SEC=UNCLASSIFIED]

Ma'am,

Weren't you supposed to be CC'd in that email? Also, why in a minute format, I thought once a complain has been made, it doesn't need to get modified into an "appropriate" format.

One Job.

Regards,

CJE

Cadet Warrant Officer
ASSTADMINO, CSQNWOFF, CRGREP
302 (Rockdale) Squadron
Australian Air Force Cadets

Mob: REDACTED
Email: CJE@aafc.org.au

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----- Forwarded Message -----

From: "BANFIELD,Darren" <darren.banfield@REDACTED>
To: 'CJE' <CJE@aafc.org.au>
Cc: "co.302sqn@aafc.org.au" <co.302sqn@aafc.org.au>
Sent: Tuesday, 30 July 2013 4:44 PM
Subject: Lodgement of complaint regarding actions of staff member at Wagga
[SEC=UNCLASSIFIED]

UNCLASSIFIED

CWOFF^{CJE}

I understand that you have a complaint to lodge with respect to the actions of a staff member who attended the graduation parade at the recent promotion courses in Wagga during July. I have a copy of an email to this effect from PLTOFF(AAFC)^{CJF}. If an incident has occurred in relation to your current investigation process then this will be treated with a high level of importance.

As complaints are treated seriously and have a strict AAFC process that must be followed to ensure all parties are afforded natural justice you will need to commence the process appropriately. If you have a complaint to lodge then please detail your concerns to me, preferably via a signed minute, and I will then undertake a quick assessment of the matter. The first step for me would be to determine that the basis of the complaint is valid and that potentially a more thorough investigation is warranted.

Your complaint needs to identify the date and time of the event(s) and also any other witnesses who might support your claim. Also, if there has been any initial action(s) taken by other AAFC members then this needs to be identified as this could have a bearing on how the claim is processed or actioned.

It is also important that once you lodge your complaint that you treat the matter as confidential. Only those who have a genuine "need to know" should be advised of any process. I have copied CO302SQN as your unit commander as he indeed would be someone who should be aware of this process. Obviously I am aware that PLTOFF(AAFC)^{CJF} has knowledge of the suggested event and as your support person throughout the current investigation you can share what you feel necessary with her.

Once I have received the complaint I will advise you of the next steps involved.

Darren Banfield
Squadron Leader (AAFC)
Executive Officer Southern Region
3 Wing Headquarters
Australian Air Force Cadets

Tel: REDACTED
Email: darren.banfield@aafo.org.au



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