



## Command complaint triage form

Complainant name	[REDACTED] AL		
Contact details	[REDACTED] AL		
For what incident	PSDO Insp Brad Slarks		
Resolving manager	D/C/I B Tayler		
Date of made	02/12/2010	Date received at NSW Police Force	17/11/2010

Issues	1. Inadequate customer service 2. Inadequate Investigation	100
Subject officer/s	1. Det Sgt Kirren STEEL	
2.	3.	
4.	5.	
6.	7.	
<p>Class description: [REDACTED] MI2005466</p> <p>Received at North Region on 17/11/2010. Received by PSDO Insp B Slarks on 02/12/2010.</p> <p>The complainant has forwarded a letter in regards to alleged sexual assault investigation involving a catholic priest by the name of Dennis McAlynden. She alleges that she Det Sgt STEEL provided inadequate customer service in regards to attending to her needs and explaining the processes involved.</p> <p>The complainant alludes that the matter has been inadequately investigated and indicated that there is ample evidence that a serious crime in the form of a cover up has occurred.</p>		
<input type="checkbox"/>	<p><b>Not a complaint.</b> The issues raised do not amount to a complaint under Part 8A of the <i>Police Act</i>. Record on TRIM and refer for further action.</p>	
<input type="checkbox"/>	<p><b>Declined.</b> Commander/manager approval of decline decision confirmed (CMT not needed). Record on c@ts.i LMI stream as declined. Command to complete outcome advice as required. List issue/s to be declined:</p>	
<input type="checkbox"/>	<p><b>Notify Ombudsman.</b> One or more of the following issues raised are notifiable to the Ombudsman (see Class or Kind Agreement). This decision is made on a face value assessment of the complaint. Ensure c@ts.i record subsequently created reflects notification/non-notification decision.</p> <p><b>Notification Criteria:</b> One or more of the following criteria from the Class and Kind Agreement must be selected for a matter to be considered notifiable: (refer to: <a href="http://intranetst.police.nsw.gov.au_data/assets/file/156083/class_and_kind_whole.pdf">http://intranetst.police.nsw.gov.au_data/assets/file/156083/class_and_kind_whole.pdf</a>)</p> <p><input type="checkbox"/> Criminal conduct      <input type="checkbox"/> Corrupt conduct</p> <p><input type="checkbox"/> If substantiated would result in action under section 181D, 80(3) or 173 of the Police Act</p> <p><input type="checkbox"/> If substantiated would be referred to the IRP or CAP</p> <p><input type="checkbox"/> Conduct indicating lack of integrity</p> <p><input type="checkbox"/> Conduct relating to a failed prosecution where the conduct is unreasonable or indicates serious incompetence</p>	

	<input type="checkbox"/> Unauthorised high risk secondary employment <input type="checkbox"/> Harassment, victimisation or unlawful discrimination of a member of the public <input type="checkbox"/> Harassment, victimisation or unlawful discrimination of a serving member if subject officer has previous similar complaints <input type="checkbox"/> Detrimental action or reprisal (including payback) made in a protected disclosure <input type="checkbox"/> Unreasonable conduct resulting in death, injury, significant financial loss and/or the discharge of firearms <input type="checkbox"/> Unreasonable conduct resulting in and/ or from the search, arrest or custody of a person <input type="checkbox"/> Complaints made regarding the manner in which matters have previously been investigated <input type="checkbox"/> Any complaint under section 122(2) of the Police Act requiring notification to the Ombudsman or Police Integrity Commission
<input type="checkbox"/>	<b>Commission for Children &amp; Young People Act 1998.</b> The matter involves a case where a child is the victim in a complaint or a child being present is part of the complaint or a substantial issue arising. Once a c@ts.i record has been created, ensure relevant CCYP radio box in 'Incident Details' is selected. This flags CCYP relevance but does not create a notification.
<input type="checkbox"/>	<b>Standard referral for CMT management.</b> Inculpatory evidence identified during triage requiring evidence based investigation. Receipt on c@ts.i P stream and refer to CMT.
<input type="checkbox"/>	<b>Discretionary referral for CMT management.</b> Standard referral does not apply but commander/manager has determined the matter should be managed by the CMT. Receipt on c@ts.i P stream and refer to CMT. Discretionary reasons for referral to CMT.
<input type="checkbox"/>	<b>Referral for resolution:</b> Triage processes did not reveal any inculpatory evidence that would require an evidence based investigation and no discretionary referral to CMT required. Receipt on c@ts.i LMI stream. Select appropriate person as resolution manager and instruct him/her on expectations. Before using ADR, see Dispute Handling Guidelines on intranet. Complete administrative obligations as required. Use (optional) Complaint-resolution form to give instruction to the resolution manager and attach to file.
<input type="checkbox"/>	<b>Matter resolved during triage.</b> Receipt on c@ts.i LMI stream. Complete resolution report and add to c@ts.i record. Complete administrative obligations as required.
<input type="checkbox"/>	<b>Notification to the Workplace Equity Unit:</b> Where discrimination, harassment, sexual harassment, bullying, vilification or victimisation of a member of the NSWPF by another member of the NSWPF is alleged. This notification is to be conducted via the #HREQUITY smac box.
<input type="checkbox"/>	<b>Other triage comment:</b>

Signed

Brad Slarks  
 PSDO  
 02/12/2010

HP TRIM - [Records] *AL* in Title - Filtered - 1 Record Found

Document: D/2010/191725 Public relations - Enquiries - Complaints - *AL* Detective Unit

**Title Word** *AL*

Records  
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RAMSAY, Cynthia Shayne, CRMS, NRMIPRO

HP TRIM - [Records]

"Wednesday, 17 November 2010 at 13:25:08 (GMT+11:00) RAMSAY, Cynthia Shayne:"  
Complaint reviewed by PSM Cullen, Northern Region PSU on 17/11/10. File referred to Newcastle City LAC on 17/11/10 for receipt on C@tsi and appropriate action

"Wednesday, 17 November 2010 at 10:59:39 (GMT+11:00) RAMSAY, Cynthia Shayne:"  
Complaint handed to Cynthia Ramsay, Executive Officer, Northern Region PSU on 17/11/10. Duplicate copy of letter addressed to Inspector Townsend was also handed to Ms Ramsay to attach to current complaint.

"Wednesday, 17 November 2010 at 10:23:27 (GMT+11:00) O'HARA, Suzanne:"  
File received at NRO and fwd to Region PSM for attention and copy to Inspector Townsend.



CLIENT SUPPORT

Hello Cynthia Shayne Ramsay !

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LMI Details

LMI

**LMI1005466**

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LMI

LMI Details

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**Complainant Name** [REDACTED] *AL*  
**Complaint ID** LMI1005466  
**Complaint Title** Newcastle, Inadequate Customer Service & Investigation on 09/11/2010  
**Complaint Status** LMI Closed  
**Public Interest Disclosure(PID)** No  
**Legislative Category** Class and Kind S.122  
**Security Level** Protected  
**Complaint Handling Owner** Superintendent John Henry Gralton  
C/Inspector Dean Richard Olsen  
**Professional Standard Duty Officer** Sergeant Keith Allan Price  
**Resolution Manager** C/Inspector Brad Edmund Tayler  
**Org Unit Managing Complaint** Newcastle City  
**Incident Description** The complainant is the victim of an alleged sexual assault involving a catholic priest by the name of Dennis McAlynden. She alleges that the subject officer who is investigating the matter provided inadequate customer service in regards to attending to her needs and explaining the processes involved. The complainant indicated that there is ample

evidence that a serious crime in the form of a cover up has occurred

**The presence of a child (under the age of 18 years) at the incident is part No of the allegation made or a substantial issue arising**

**Organisational Unit where Complaint Received** Newcastle City

**Created by** Tracey Maree Ward

**Date Received** 17 Nov 2010

**Date Created** 2 Dec 2010

**LMI Source** Other

**Source Reference Number**

**Related Context** Not Selected

**Reference Number**

**TRIM Reference No**

**Incident Date/Time**

**Incident Date** 9 Nov 2010

**Time**

**Incident Location**

**Location Type**

**Commander Approving Action** Supt Max Mitchell

**Related and Duplicate Complaint List**

Complaint ID	Org Unit Managing Complaint	Link Status	Start Date
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