



OFFICIAL: Sensitive

Our Ref: 23-2562
Telephone: 7322 3347
Facsimile: 7322 4180

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Re: Freedom of Information Act application – Addendum determination

In reference to your application made pursuant to the *Freedom of Information Act 1991* (FOI Act), access was sought to:

“All documentation regarding your internal complaints process”

On 14 June 2023 you amended the scope of your request to:

“The latest copies of SAPOL’s internal complaint management policy for staff complaints and grievances, including procedure guides and reporting requirements.”

South Australia Police (SAPOL) identified a significant number of documents held which contain references to complaints and/or grievances. In the absence of a reduced or clarified scope finding, sorting and compiling this material would, if carried out, unreasonably and substantially divert the agency’s resources. Attempts were made to communicate with you in an effort to understand and reduce the scope of your application. Having received no response, on 12 July 2023 I sent you a determination explaining that I was unable to process your application in accordance with section 18(2) of the FOI Act.

On 4 December 2023, the Ombudsman SA published his provisional determination following your request for an external review. It was determined that SAPOL’s reasons for refusal were not adequately evidenced and the Ombudsman overturned SAPOL’s determination.

Following receipt of the Ombudsman’s provisional determination, I have consulted senior managers within SAPOL’s Internal Investigations Section and the Diversity and Inclusion Branch. I have been advised that although many SAPOL documents contain references to complaints and/or grievances there are two documents which detail the processes. The documents are numbered and described in the following schedule. The schedule contains the details of the determination in compliance with section 23 of the FOI Act.



SA POLICE - FREEDOM OF INFORMATION UNIT SCHEDULE		
No.	Document Description	Status
1	General Order – Diversity and Inclusion	Full Release
2	General Order – Complaints and Discipline	Full Release

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, will be published on the SAPOL website Disclosure Log. A copy of PC045 can be found at https://www.dpc.sa.gov.au/_data/assets/pdf_file/0019/20818/PC045-Disclosure-Log-Policy.pdf. If you disagree with publication, please advise the undersigned in writing by 25 January 2024.

Yours sincerely



Sergeant Christian Ainley
Freedom of Information Unit
(Accredited Freedom of Information Officer)

22 December 2023