



<b>Policy Area:</b> Safe Church	<b>Subject:</b> Complaints and Feedback Information Sheet	
<b>Procedure Number:</b> SC010	<b>Effective Date:</b> November 2023	<b>Revision:</b> Version 01

## Complaints and Feedback Information Sheet

### Your Feedback is Important

1church is committed to effective complaints management and values the feedback that can be received via complaints from those that we serve and interact with. It is this opportunity for feedback that can help us to learn and improve in how we work with individuals and communities.

We will ensure that our Complaints Process is always up to date and that we respond appropriately to any complaint that we receive. This means that we commit to acknowledging all complaints, managing them discretely and maintaining confidentiality, and ensuring that we respond to you in a timely manner. A snapshot of our Complaints Management Process is shown on the reverse of this page and one of our staff would be willing to walk you through it and explain the process as needed.

If your complaint is related to a particular 1church staff member or volunteer, we would encourage you to raise it with them at the time, but where this is not possible, or you are unhappy with the response, we are happy to hear from you and would encourage you to speak to us about your concerns.

### How To Make a Complaint

You are welcome to make a complaint to 1church in any way that is appropriate for you, including in person, by phone, via email, or in writing. Anonymous claims can be made via the 1church website or suggestion box in the Mandurah Baptist Church foyer. If you need help putting your complaint together, we are happy to provide any necessary assistance as appropriate, or you may have someone else you can ask to help you. We want all parties in a complaints process to feel cared for, so we commit to providing an appropriate level of pastoral care to everyone involved throughout the process.

### Examples of Complaints

A complaint may include (but is not limited to) matters such as:

- Unfair, inappropriate or incorrect conduct by one of our staff, governing body or volunteers such as bullying or harassment
- A breach of any of our policies, such as fraud, inappropriate disclosure of personal information or a concern regarding our Safe Church guidelines
- Concern over the quality of one of our programs or ministries
- Anything related to a potential or actual legal or insurance action

### What Happens

Once we have received your complaint, we will review it to ensure the best possible process is



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used to investigate and respond to your concerns, and as part of this process we will provide you with a formal contact (usually via email) to let you know we have received your complaint.

The amount of time a complaint investigation may take can depend on the complexity of the concerns raised, but we will keep in regular contact with you through the process and will formally contact you at the end of the process to let you know the outcome of your complaint. We encourage you to ask any questions that you may have regarding the process at any time, as we want to make sure you are aware of our process, what is happening and what support you can access.

### Appeals Process

If at the end of this process you are not happy with the outcome, you are welcome to appeal our findings by following the appeals process appropriate to your complaint. If you would like more information regarding our appeals process or any other part of our complaints management process, please contact a member of our team.

