



D05PR0007 Procedure For Handling Complaints Against Staff And Volunteers

Purpose

The Church will respond to complaints in accordance with this Procedure For Handling Complaints Against Staff And Volunteers, in the following situations:

- Where there is a complaint that a staff member or volunteer has engaged in abuse, including child sexual abuse and sexual misconduct involving a child, the Church will treat the allegation as a serious breach of the Leadership Code of Conduct and respond in accordance with this Procedure For Handling Complaints Against Staff And Volunteers.
- In the event of receiving a complaint that has been assessed as a minor breach of the Leadership Code of Conduct or a grievance

Scope

This Procedure applies to all staff and volunteers of the Church and should be read in conjunction with:

- Safe Ministries Policy and Procedure
- Procedure for Responding to Child Protection Concerns
- Incident Reporting Form

If you have any doubt as to whether a complaint or information would fall within the scope of the Procedure, or about any of the steps set out in the Procedure, contact the Baptist Churches of NSW & ACT Ministry Standards Manager (1300 647 780).

1. Receiving a complaint

If a complaint has been made it has to be considered and assessed in accordance with the Incident reporting policy and organise support for the person who has disclosed the complaint or information.

2. Consider whether there is an immediate danger

Where there is an immediate danger the person should be stood down from their role pending an investigation, the Diaconate will contact and follow any instructions given by the Police.

Where source of harm occurred during Church ministry operations the Chair of the Diaconate should contact the Baptist Churches of NSW & ACT Ministry Standards Manager (1300 647 780).



Always address any immediate safety needs of others present; and provide support both the complainant and the respondent as appropriate including the steps and process to be undertaken.

3. Reporting

If a staff member or volunteer has or is notified of a child protection or safety concern, they should complete an Incident Form as soon as possible.

This form should include relevant details of the concern, contact information, and the signature of the person completing the form.

If the concern raised would create a conflict of interest for a member of the Safe Church Team, consider contacting the Baptist Churches of NSW & ACT Ministry Standards Hotline on 1300 647 780 for advice.

4. External Reporting to Government Agencies

This should occur where it has been assessed that the risk of behaviour deems to be a significant risk.

- Appoint a lawyer to conduct an investigation
- Consider contacting the Baptist Churches of NSW & ACT Ministry Standards Hotline on 1300 647 780 for advice.
- If a criminal offense contact police
- If a WHS issue report to SafeWork NSW

5. Close out complaint

Communicate the findings of any investigation with parties involved as appropriate commensurate with advice provided.

If a minor offense with minimal corrective actions reinstate the person to their role.