



Complaints Management Policy

Our Mission - In response to the grace and calling of God we unite to fulfil the commission of Jesus by experiencing and sharing the good news of salvation. Empowered by the Holy Spirit, our Church will be characterised by spirituality, teamwork, ministry, respect and accountability.

The Seventh-day Adventist Church is committed to a fair, accessible and equitable Complaints Management process where we work together with our employees and local church members and the local church community to encourage an open and inclusive culture.

Purpose

The purpose of this Policy is to:

- provide an avenue for employees and local church members to give communication and feedback;
- recognise, promote and protect the employees and local church members rights, including the right to comment and provide feedback on service;
- provide an efficient, fair and accessible framework for resolving employees and local church members complaints and monitoring feedback to improve service delivery;
- inform employees and local church members on the complaints handling processes; and

In line with the Australian Standard for Complaints Handling (AS ISO 10002-2006) the organisation will

- seek feedback and suggestions for improvement
- welcome complaints from employees and local church members who are dissatisfied with our decisions, actions or services
- provide an accessible, transparent and accountable process
- recognise employees and local church members complaints and feedback as opportunity to build knowledge and drive improvement

Scope

The Complaints Management Policy details the major components of the management of feedback. The components include the receipt, management and determination of all employees and local church members' feedback and applies to all employees, local church members and representatives of the Seventh-day Adventist Church, North New South Wales Conference.

Definition of complaint

A complaint is:

- An allegation of misconduct or corruption on the part of an employee, or representative of the Church, which may involve lack of probity or other matters which have the potential to compromise the Churches reputation (refer Code of Conduct).
- Is an expression of concern, dissatisfaction or frustration with the quality or delivery of services.
- A complaint must be made in writing (see attached template)

Objectivity

Each complainant should be addressed in an equitable, objective and unbiased manner through the complaints handling process. The principles of objectivity include:

- Openness; to ensure both personnel and complainants understand the complaints handling process.
- Impartiality; to ensure a balanced consideration of all information/evidence is undertaken before a complaint can be resolved without fear or favour.
- Confidentiality; to ensure the complainants and employee's identities are protected.
- Accessibility; to ensure all parties concerned are aware of the complaints handling process and the lodged complaints progress.
- Completeness; to ensure all available information/evidence has been collected from both sides.
- Equity: to ensure equal treatment to all people.
- Sensitivity; to ensure each case is considered on its merits, paying due care to individual differences and needs.

Options for resolution

In the event of a complaint

1. First try to resolve the issue with the staff member or representative you are dealing with at a local level. Every effort should be made to discuss, negotiate and come to an agreeable, reasonable and practical solution which both parties are committed to implementing.
2. Where the issue cannot be resolved, the matter needs to be recorded in writing (see attached) and must be submitted to the General Secretary. The complaint will be recorded in the Complaints Register and be allocated a registration number. The complaint will be acknowledged in writing.
3. The General Secretary will then review the complaint and decide if there are grounds for further investigation. The complainant will be informed of this decision.
4. If an investigation is warranted, the General Secretary will be responsible for ensuring all relevant information is collected and considered to ensure a fair and transparent process. Complaints will be dealt with in the strictest of confidence. Staff who have been the subject of a complaint will be advised and given the opportunity to respond to the allegations within the complaint.
5. When the investigation has been finalised, the complainant will be advised in writing of the outcome and the complaint will be closed.

6. If the complaint is found to be vexatious or malicious, it may be referred to external parties for further investigation.
7. In the event that the complaint refers to illegal behaviour, the matter may be referred externally for formal investigation.
8. In the event that the complainant is dissatisfied with the outcome of the investigation, they may contact the President in writing to request the consideration of further action or investigation. The President's decision is final and binding except in the case of complaints alleging illegal activity.

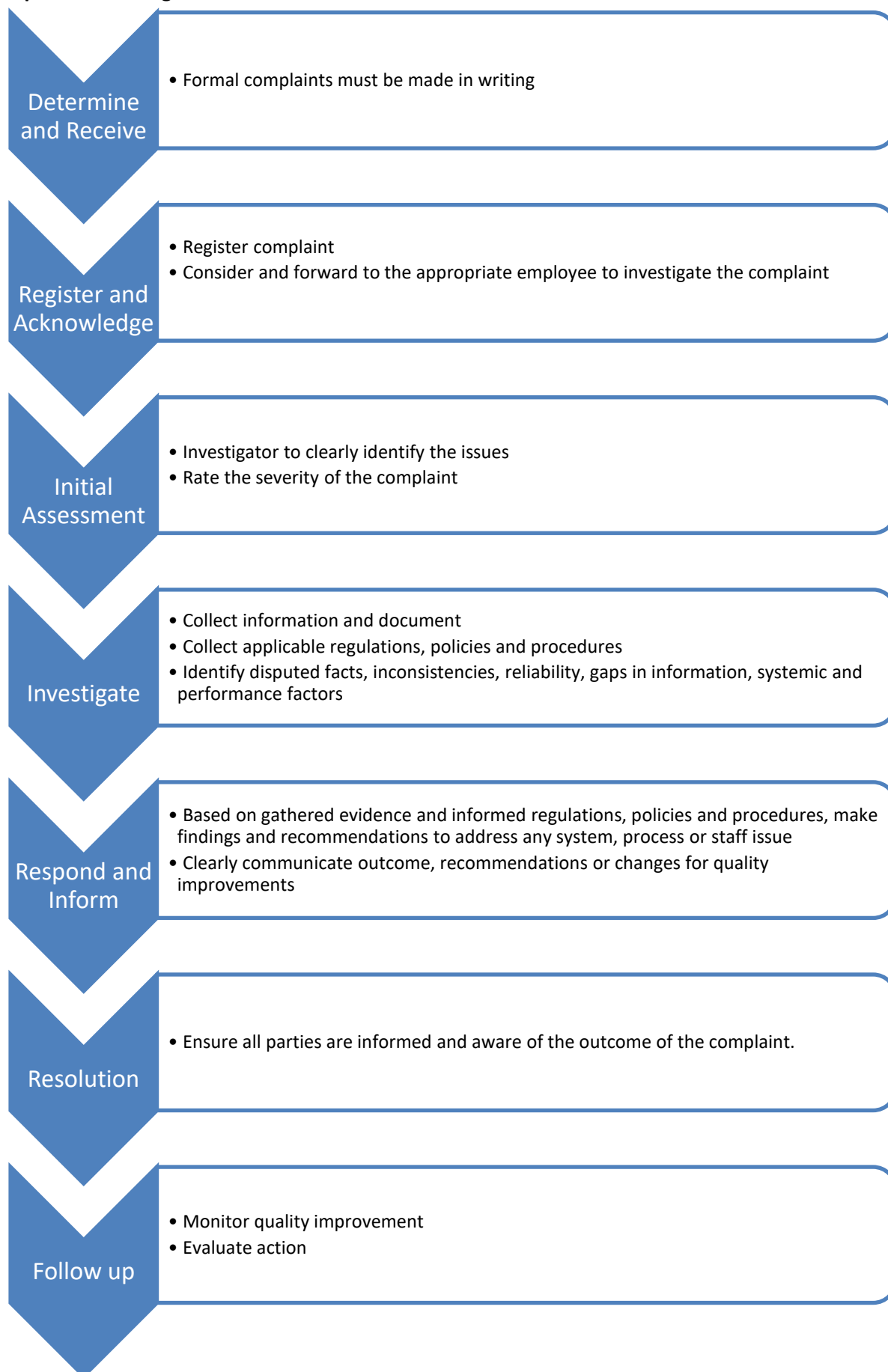
See attached flowchart for details on the resolution process.

Endorsement – This policy was approved by the North New South Wales Executive.

Date – August 2019

Document Approved by -	General Secretary Signed -  Date – September 2014
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Related Documents -	<ul style="list-style-type: none"> • Code of Conduct • Internal Grievance Resolution Policy • Positive Workplace Behaviour Policy • Employee Support and Assistance Policy

Complaints Handling Flowchart





Complaint Submission

Your Details	
Name-	
Address -	
Home/Business Phone-	
Mobile Phone -	
Email Address-	
Your Complaint	
Who does the complaint involve?	
Where did the event/issue occur?	
Date of the event/issue?	
Please provide details of your complaint.	
Please provide details of the outcome you are seeking as resolution to this complaint.	
Have you previously raised this concern with a Church employee/ representative?	
Yes <input type="checkbox"/> (Please provide details below) No <input type="checkbox"/>	
Signature-	Date-