



墨尔本喜乐河灵粮堂

JOYRIVER BREAD OF LIFE CHRISTIAN CHURCH INC

ABN: 78 769 621 131

# Child Safe Complaint Handling Process

**Document Control:**

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<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Description of Changes</b>
1.0	23/01/2024	Joyriver Church Child Safe Committee	Initial release of the document.

## Child Safe Informal Complaint Resolution

1. The vast majority of issues causing concern in church can be handled quickly and in an informal manner. In most cases these issues can be resolved through informal discussions with the coworkers.
2. Even if an issue can be resolved informally, coworkers are requested to log issues through ChildSafe Safety Management Online system (SMO), so we can identify any systemic issues arising and take appropriate rectification action.
3. Satisfaction for a complainant may come from any of the following:
  - Knowing that changes have been made and that matters will be different in future.
  - Knowing that the church is now alert to a possible problem.
  - Feeling that their concern has been considered seriously.
  - An outcome which may be different from the one they sought, but which they perceive to be well considered.
  - An apology.

## How Do I Make a Formal Child Safe Complaint?

1. We ask that, where appropriate, you first raise the matter directly with a coworker. If you have been unable to resolve a matter informally, or simply wish to make a formal complaint you can do so by any of the following means:
  - i. Sending an email to joyriverchurch@gmail.com.
  - ii. Writing a letter to the Joyriver Church addressed to Senior Pastor.
  - iii. Telephoning the Joyriver Church and asking to speak to Senior Pastor.
2. All formal complaints will be logged into our online complaints management system (SMO) and managed in accordance with the following procedure.

## Our Internal Complaints Handling Process

**Step 1** - All formal or informal complaints are logged through our online complaints management system (SMO) where they are managed by Joyriver Church Child Safe Complaint Team.

**Step 2** – All complaints will be acknowledged in writing, as soon as practicable. It is our policy to provide further update within 14 days.

**Step 3** – The Joyriver Church Child Safe Complaint Team shall conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination.

All complaint outcomes will be supported by evidence, and in the event of a disputed fact, a finding will be made on the balance of probabilities.

**Step 4** - Following the determination, if appropriate, the Joyriver Church Child Safe Complaint Team shall formulate a resolution and provide a written response to the complainant. The matter will be closed if this response is accepted.

**Step 5** - If the initial response is not acceptable the matter will be reviewed internally by the Senior Pastor, or their delegate. The Senior Pastor, or their delegate seeks to resolve all disputes within 21 days from the date that the review process is initiated. The matter will be closed if the response of the Senior Pastor, or their delegate, is accepted.

**Step 6** – All complaints received will be entered into our Complaints Register (SMO) and, where appropriate, a corrective action request will be made to address any underlying processes which the complaints investigation revealed may require improvement.

**Step 7** - If the matter remains unresolved, the complaint may be formally referred to the Joyriver Church Board.

### **Procedural Fairness**

1. Procedural fairness is concerned with the procedures used by a decision maker rather than the actual outcome reached. It requires a fair and proper procedure to be used when making a decision.
2. The rules of procedural fairness require:
  - A hearing appropriate to the circumstances.
  - Lack of bias.
  - Evidence to support a decision.
  - Inquiry into matters of dispute.

3. The duty to act fairly requires that:

- The decision maker must have an open mind (free from bias) when reading/listening to what is said by both parties; and
- People whose interests will be affected by the decision must have the chance to give a response before the decision is made, but after all important information has been gathered.