



Baptist Churches

WESTERN AUSTRALIA

Complaints and Feedback Information Sheet

Your Feedback is Important

Baptist Churches Western Australia (BCWA) 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 Framework 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 Framework is shown on the reverse of this page and one of our staff would be happy to walk you through it and explain the process as needed.

BCWA vs Local Church – What We Can Do

BCWA is a denomination made up of many churches, and since our churches are autonomous, they are each responsible for working with complaints specific to their own church. If your complaint is related to a local church, we encourage you to contact them directly to discuss your concerns. If you need assistance with this process, we may be able to help, so please let us know.

However, if your concern relates to allegations of serious misconduct against a BCWA pastor, church leader or one of our churches, even if it didn't happen recently, please let us know as we will assist you with your complaint and complete an appropriate investigation into the allegations.

If your complaint is related to a particular BCWA staff member, we would encourage you to raise it with the staff member 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 BCWA in any way that is appropriate for you, including in person, by phone, via email, in writing or via our 'contact us' page on the BCWA website (<https://www.baptistwa.asn.au/contact/>) by selecting 'complaint' from the drop down list of contacts.

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.

What Happens

Once we have received your complaint, we will review it to ensure the best possible process is 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 our Ministry Standards Pastor on (08) 6313 6300 or complaints@baptistwa.asn.au.

