



Baptist Churches

WESTERN AUSTRALIA

Complaints Management Policy

1. Complaints Management

- 1.1 Baptist Churches Western Australia (BCWA) is committed to effective complaints management and values the feedback that can be received via complaints. Due to the nature of our organisation, consisting of autonomous local churches, this policy applies directly to BCWA and our related ministries as well all BCWA Accredited Pastors. We also seek to ensure that the principles of this policy and our complaints management framework are applied at the local church level as much as possible.
- 1.2 We are committed to ensuring that all complaints are taken seriously and addressed in a professional and timely manner, including ensuring that our complaints mechanisms are accessible to all people including children and other vulnerable people.

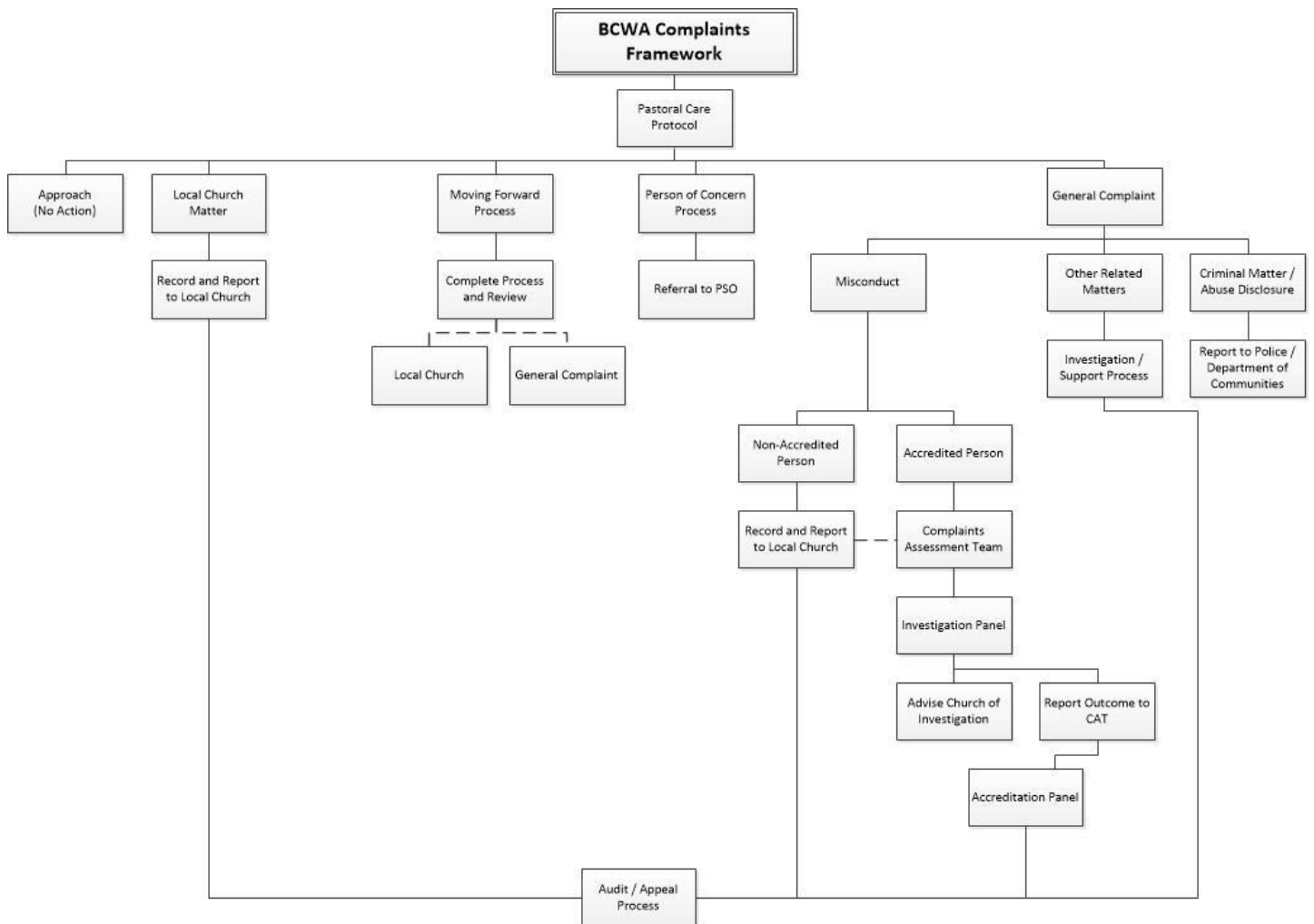
2. Scope

- 2.1 The scope of this policy covers all BCWA employees and related ministries as well all BCWA Accredited Pastors and Candidates, including complaints referred to us that meet the threshold of BCWA involvement with local churches.

3. Principles

- 3.1 BCWA encourages complaints being made by any person affected by BCWA or our related ministries.
- 3.2 Complaints can be made through the BCWA Complaints Framework. These complaints can be received by BCWA in person, by phone, email, in writing or via our complaints contact on the BCWA website.
- 3.3 BCWA commits to supporting any person who wishes to make a complaint and requires assistance with the articulation of that complaint.
- 3.4 BCWA commits to ensuring an appropriate level of pastoral care to all parties involved in any complaints process.
- 3.5 BCWA will ensure that our complaints contact details and process is communicated clearly at all service delivery points (eg: website, front reception).
- 3.6 BCWA commits to ensuring that our Complaints Framework is kept up to date and maintained and that all complaints are acknowledged, managed discretely and confidentially and responded to in a timely manner.
- 3.7 BCWA will ensure that all staff are trained in the Complaints Framework and who will handle any complaints received.

- 3.8 BCWA commits to following good practice in relation to any conflict of interest that may arise in the handling of complaints.
- 3.9 BCWA will ensure that the outcome of any complaint is communicated to the complainant as soon as is practicable, including providing details of our appeals process where the complainant may not be satisfied with our decision.
- 3.10 BCWA commits to good record keeping of all complaints in relation to the BCWA Records Management Policy and Schedule.
- 3.11 All records and information provided in relation to a complaint will be handled in accordance with the BCWA Privacy Policy at all times.
- 3.12 BCWA commits to a process of ongoing review and continuous improvement related to our Complaints Management Framework including the regular review and assessment of this policy and other related documents.



Document History and Version Control Record

Document Title:		Complaints Management Policy	
Source Documents:			
Associated Internal Documents:		Complaints Management Process and Framework BCWA Privacy Policy	
Associated External Documents:			
Applies to:		All BCWA employees and related ministries as well all BCWA Accredited Pastors and Candidates, including complaints referred to the BCWA that meet the threshold of BCWA involvement with local churches.	
Approved by:		The Baptist Union of Western Australia Council	
Authorised Officer:		Victor Owuor	
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V1.1	1/2/2023	Nathan Seinemeier	Minor editing and rewording completed
V1.2	21/9/2023	Jackie Smoker	Document control updated to new format