

Policy Complaints

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Adopted on:	TBC	Last Reviewed:	18-June-2025
Relates to:	Churchwide	Prepared by:	Ben O'Reilly

Policy Intent

This policy relates to how we respond to allegations or complaints relating to serious misconduct or actions that are deemed to be unsafe.

Scope

This policy covers all staff, board members, and volunteers directly employed or actively engaged in the activities and ministries of Como Baptist Church (CBC).

Where there is a dispute between Members of the Church, whether in their capacity as Members, or between one or more Members and the Church, this should be handled according to the "Disciplinary Action and Disputes" section of the Church Constitution.

Background

Como Baptist Church has adopted the Baptist Churches of Western Australia Safe Church Policy. The Safe Church Policy establishes principles for safe leaders and safe programs, to ensure we live out our biblical mandate to care for all people and to meet our obligations and responsibilities under WA legislation. This includes how we respond to allegations or complaints made about staff or volunteers at CBC.

This policy shows the intent of CBC to respond to allegations or complaints in a transparent, confidential, fair and timely manner, consistent with the processes and guidelines of Baptist Churches of WA.

Principles of this policy

1. People from the Church congregation and members of the community may voice complaints to the Church
2. All complaints will be handled within a reasonable timeframe, in a transparent and fair manner, and investigated to the extent reasonable necessary.
3. Complaints will be treated confidentially, except to the extent prohibited by applicable law. At times, the Church will be required by law to share information it holds with third parties. This includes, but is not limited to, situations where there is a risk of harm, criminal investigations or a request for information that is governed by privacy legislation. Records may also be subpoenaed by a court of law. Como Baptist Church may also enter a Memorandum of Understanding with other third parties regarding the

sharing of some information where that information may impact the safety and/or legal compliance of an associated church or overarching organisation.

Responding to Allegations or Complaints

1. A complaint or allegation relating to serious misconduct or relating to sexual activities including harm or abuse will be referred immediately to the Complaints Contact Person
 - a. Allegations or complaints about people who are direct reports to the Senior Pastor: the allegation or complaint should be made to the Senior Pastor, who is required to discuss the allegation at the time of receipt with the Chairperson of the Board. The Senior Pastor and the Chairperson will be responsible for managing the allegation or complaint consistent with the Safe Church Policy and relevant procedures.
 - b. Allegations or complaints about the Senior Pastor: the allegation or complaint should be made to the Chairperson of the Board, who is required to discuss the allegation at the time of receipt with the board member appointed to assist the Chairperson with such allegations or complaints. The Chairperson and the second board member will be responsible for managing the allegation or complaint consistent with the Safe Church Policy and relevant procedures.
 - c. Allegations or complaints about a board member: the allegation or complaint should be made to the Chairperson of the Board, who is required to discuss the allegation at the time of receipt with the Senior Pastor. The Chairperson and the Senior Pastor will be responsible for managing the allegation or complaint consistent with the Safe Church Policy and relevant procedures.
 - d. Allegations or complaints about the Chairperson of the Board: the allegation or complaint should be made to the Senior Pastor, who is required to discuss the allegation at the time of receipt with the board member appointed to assist with such allegations or complaints. The Senior Pastor and the second board member will be responsible for managing the allegation or complaint consistent with the Safe Church Policy and relevant procedures.

Procedures

Other Policies and Procedures relevant to this policy include

1. Complaints Management Procedure
2. Complaints Investigation Procedure
3. Reportable Conduct
4. BCWA Safe Church Policy

Revision History

Revision	Date	Comment
Revision 1	18-June-2025	Creation of Complaints Policy

