



Kew Baptist  
CHURCH

## **Grievance Policy**

### **Background**

Kew Baptist Church ('the Church') is committed to providing a safe environment. It does not accept bullying, harassment, sexual misconduct or any other form of unfair treatment by its employees, leaders or attendees. The Church encourages people to speak up when something is not right and it wants to listen and respond appropriately.

This Policy has been developed so that people know:

- how to report any grievance they may have; and
- that grievances will be handled fairly and effectively and in a way that is consistent with the Church's policies and procedures.

The Church seeks to promote a culture that values feedback and the effective resolution of grievances.

### **What is a Grievance?**

In this Policy, a grievance is a concern, problem or complaint in relation to conduct or alleged conduct of a minor or serious nature such as:

- harassment, discrimination, bullying, sexual misconduct or other forms of unfair treatment;
- improper conduct or unethical behaviour;
- illegal activity, such as theft, illicit drug use, violence and damage to property; or
- any other behaviour that may be a breach of the Church's Code of Conduct.

### **Who might the Grievance relate to?**

A grievance may relate to conduct by:

- the Senior Pastor;
- the Ministry Team or a member of it;
- the Leadership Team or a member of it;
- a leader of an activity sanctioned by the Church; or
- a member or attendee of the Church.

This Policy does not relate to an occupier of the Church's property if the only association between the occupier and the Church is as a lessee or licensee<sup>1</sup>. Any concern, problem or complaint for conduct by such an occupier should be directed to that person or organisation.

### **Who might report the Grievance?**

A grievance may be reported by:

- the person who has been the subject of the inappropriate conduct;
- a person who is the parent or guardian of a minor who has been the subject of the inappropriate conduct;
- a person who has certain knowledge or a reasonable belief that inappropriate conduct has been perpetrated against a third party.

If requested to do so, any Leadership Team Member or Ministry Team Leader may assist a person to lodge a grievance report.

### **Anonymity**

Anonymous reports of wrongdoing are accepted under this Policy. Anonymous reports may have significant limitations that inhibit a proper and appropriate inquiry or investigation. These limitations may include the inability to provide feedback on the outcome and/or to gather additional particulars to assist the inquiry or investigation.

### **Who might the Grievance be reported to?**

At the first instance, a grievance should be reported to the Senior Pastor or Chairperson of the Leadership Team ("Chairperson").

If this is not appropriate, the grievance should be reported to any Leadership Team Member, Ministry Team Leader or to the Baptist Union of Victoria ("BUV").

### **How might the Grievance be reported?**

A grievance may be reported in writing, through electronic means or verbally.

If the report is made in writing or electronic means, it should be stated clearly that the report is intended as a formal report of grievance.

If the report is made verbally, it must be established whether it is intended as a formal report of a grievance. If so, the person hearing the grievance must make detailed notes of the grievance.

### **Process**

When a grievance is reported in good faith,

---

<sup>1</sup> For example:

- a. a person or organisation which hires part or all of the Church premises for a private function; or
- b. a person or organisation which occupies part or all of the Church premises pursuant to a license or a lease.

- the details of the person making the report and the information they provide will be treated sensitively and in confidence unless otherwise required by law;
- the matter will be dealt with in a timely manner;
- the person making the report will be supported as appropriate in all the circumstances, will be treated with respect and will not be subject to retaliatory or harassing behaviour;
- if necessary, the person informed may escalate the report to the Senior Pastor, Chairperson, Leadership Team Member, Ministry Team Leader or the BUV;
- if required, the Church will comply with any obligation it has to report matters to the appropriate authorities; and
- where appropriate the person making the report will receive feedback on the management or recommended action arising.

The Church must regularly review and refine its grievance handling procedures.

### **Publication of this Policy**

This Policy must be included on the Church website. All employees, leaders, members and attendees of the Church must be made aware of the Policy.

### **Whistleblowers**

The actions of Whistleblowers are covered in the Whistleblower Protection Policy and not by this Policy.

**Last reviewed:** The policy was first approved at the Leadership Team meeting on 16<sup>th</sup> September 2024.

**Next due for review:** 16<sup>th</sup> September 2025.