



CARINGBAH
BAPTIST CHURCH

GRIEVANCE RESOLUTION

This leaflet provides an overview of CBC's approach to grievance resolution. Please use this leaflet as an introduction and where further detailed information is required please see a member of the Leadership.

Policy Statement

CBC is committed to ensuring an authentic and grace-filled church environment by ensuring that all staff, volunteers, members or attenders of the Church have access to processes that allow for grievances, disputes, problems and complaints to be resolved.

Our Constitution, in Clause 5, paragraph 6 states:

"Where matters of disagreement arise between members they should initially seek to resolve them between themselves in accordance with Matthew 5:23-24 & 18:15-17."

All persons of the Church have an obligation and responsibility to proactively promote a Christian community free of abuse, duress and harassment. All grievances will be dealt with in a supportive environment without victimisation or intimidation of anyone connected with the grievance either during or subsequent to a grievance resolution procedure.

Policy Scope

It is NOT designed to resolve:

- issues relating to domestic violence, family law matters before the Family Law Court (or similar body)
- complaints or concerns relating to abuse (including Child Sexual Abuse or Sexual Misconduct involving a Child)
- serious breaches of the Code of Conduct – Accredited or Recognised Minister with the Baptist Churches of NSW & ACT

It applies to:

- staff
- volunteers
- members and attendees of the church

Policy Approach

CBC's approach to grievance resolution emphasises:

- fairness and impartiality
- conciliation
- the principles of natural justice and procedural fairness
- resolution of grievances as early as possible and as close as possible to the source
- the role of appointed leaders in seeking to prevent and resolve grievances

Policy Procedure

Introduction:

CBC's procedure for resolving grievances follows the three-step framework described by Jesus in Matthew 18:15-17:

"If your brother sins against you, go and show him his fault, just between the two of you. If he listens to you, you have won your brother over. But if he will not listen, take one or two others along, so that 'every matter may be established by the testimony of two or three witnesses.' If he refuses to listen to them, tell it to the church; and if he refuses to listen even to the church, treat him as you would a pagan or a tax collector."

Grievances directed against appointed leaders or staff of CBC:

1. First Level - Early Conciliation

(seeking to resolve grievances at the earliest possible stage)

The first step is simply for a complainant to seek out the leader with whom they have a grievance and open up a conversation. Early conciliation normally will not involve anyone external to the grievance but will be a private matter between the two parties concerned.

2. Second Level – Assisted Conciliation

If the complainant believes that the grievance has not been resolved

- advise CBC Leadership
- the Leadership will advise the leader
- the Leadership will facilitate

3. Third Level - Arbitration

If the complainant believes that the grievance has not been resolved through assisted conciliation

- advise CBC Leadership in writing and request a Special Leadership Meeting

Grievances – member to member:

Where a grievance does NOT involve an appointed leader or staff member, CBC's procedure is for the two parties to use the principles of the policy as a guide, without the formal involvement of Staff or Leadership.

Senior Pastor Abuse:

[Pastor abuse is defined as abuse administered under the guise of Religion, including harassment or humiliation, which may result in psychological trauma.]

Where the Senior Pastor believes that they have been abused by a member or attendee of the Church they are to:

1. advise the person that the complaint is being referred to CBC Leadership
2. a delegation from Leadership will contact them shortly to review the issue
3. assisted conciliation will be instigated
4. if not resolved arbitration will be instigated

Contact details

As stated, this leaflet only provides an overview of CBC's approach to grievance resolution. For further information please use the following contact details

Email: leadership@ecbc.org.au

Office: 9524 2709

Leadership names can be found at:
<https://caringbahbaptist.org.au/about/leadership/>

Other information

Other leaflets of interest are available at:

<https://caringbahbaptist.org.au/about/compliance/>

- Safe Church
- Persons of Concern