

08.69 GRIEVANCE RESOLUTION POLICY

The purpose of this procedure is to provide a means for C3 Church Hepburn Heights members/attenders to address any grievances.

Standard

Members/attenders using this procedure can be assured it will be: -

Confidential - only people directly involved in making or investigating a grievance will have access to information about the complaint.

Impartial - all parties involved in the grievance will have the opportunity to tell their side of the story. No assumptions will be made and no action will be taken until all the relevant information has been collected and considered.

Timely - all grievances will be dealt with as quickly as possible. It is the church's aim to resolve all grievances within 4 weeks wherever possible.

Procedure

Before taking action members/attenders are encouraged to speak with their Connect Group Leader or Generational Pastor who will be able to provide advice, support and guidance throughout the process.

- If a member/attender has a grievance, they should speak with the Pastor/Church employee/volunteer connected to the grievance and try to resolve the issue with that person within five (5) working days.
- If the matter is not resolved at this level, the member/attender may lodge a formal written grievance with a member of the C3HH Executive Team (consisting of the Lead Pastors and the Executive Pastor. Go to "meet the team on www.c3hh.com.au to find out). The C3HH Executive Team will instigate an investigation into the grievance ensuring that it is carried out according to the standards outlined above within a further five (5) working days.
- Upon receipt of the written grievance, if the matter concerns one of the C3HH Executive Team, the grievance will be lodged in writing to the C3HH Church Board by a member of the C3HH Executive Team within five (5) working days or longer by agreement.

During the procedure

All parties involved in the grievance must maintain strict confidentiality about the grievance. Discussing the matter with someone who does not have legitimate involvement may result in defamation claims.

The spirit of proceedings

The Leadership of C3 Church Hepburn Heights pray that all grievances can be settled quickly in a Biblical and cordial manner.