



## Kelmscott Baptist Church Complaints Policy

Responding to allegations or complaints relating to serious misconduct by actions that are deemed to be unsafe.

### Scope

This policy covers all staff and volunteers directly employed or actively engaged in the activities of the Kelmscott Baptist Church (KBC).

### Background

KBC has endorsed the Baptist Churches of Western Australia (BCWA) Safe Church Policy. The Safe Church Policy established principles and responses for all members of KBC. This policy is consistent with the recommendations of the Royal Commission into Institutional Responses into Child Sexual Abuse 2017.

The Safe Church Policy outlines the procedures for responding to and reporting allegations of abuse or harm. It also specifically details the procedures for responding to allegations or complaints against the Lead or Sole Pastor in a local church.

These procedures demonstrate the church's intent to respond to such complaints or allegations in a transparent, fair, and timely manner. A complaint or allegation against the Lead or Sole Pastor is immediately escalated beyond the local church governance structures and dealt with by senior staff at the BCWA Ministry Centre.

### Principles for the policy

1. KBC will ensure that the process for responding to complaints and allegations is consistent with those of the BCWA.
2. Complaints or allegations will be managed with a clear commitment to confidentiality of the details of the complaint.
3. Employment conditions for staff covered by this policy will include a reference to this policy and procedure in their employment agreements.
4. When endorsing this policy, the KBC Leadership Team will appoint a member to an assistant role to support the Chair in managing any complaints or allegations, should this become

necessary. If there is no suitably skilled person on the current Leadership Team, then the past Chair could be invited to fulfil this role.

## Applying these principles when responding to complaints or allegations against senior KBC staff or leadership team members.

1. A complaint or allegation relating to serious misconduct relating to sexual activities, including harm or abuse, will be referred immediately to people above the person who is subject to the allegation.
2. People who are direct reports to the Senior Pastor - the allegation or complaint needs to be made to the Senior Pastor, who is required to discuss it with the deputy chair of the leadership team at the time of receipt. The Senior Pastor and the Deputy Chair will manage the complaint or allegation in a manner consistent with the Safe Church Policy and associated procedures.
3. Allegations against the Senior Pastor must be made directly to the Deputy Chair, who must discuss them with the Leadership Team member appointed to assist the Deputy Chair with these allegations. The deputy chair and the second leadership team member will manage the complaint or allegation consistent with the Safe Church Policy and associated procedures.
4. Allegations against any Leadership Team member will be made to the Deputy Chair, who must discuss them with the Senior Pastor. The Deputy Chair and the Senior Pastor are responsible for managing the complaint or allegation consistent with the Safe Church Policy and associated procedures.
5. Allegations against the Deputy Chair will be referred to the Senior Pastor and Leadership Team member appointed to address these issues. This Leadership Team member will discuss the complaint or allegation with the Senior Pastor, and together, they will manage it consistent with the Safe Church Policy and associated procedures.