# Hamilton South Baptist Church

# Complaints Policy

## Purpose

* To provide clear guidelines in dealing with complaints (other than sexual misconduct, bullying or child abuse/neglect).
* To ensure that those who have a grievance or other serious concerns will be listened to, the complaint will be fairly evaluated, and appropriate action will be taken.
* To ensure that the laws of the land are met as applicable.

**Roles**

* Complaints regarding peers, ministry team members, ministry team leaders, non-pastoral staff, other pastoral staff and other agencies visiting or operating from church facilities should be made to the Senior Pastor.
  + The Senior Pastor may delegate the responsibility for addressing the complaint to an appropriate pastoral staff member, ministry team leader, or other designated person.
* Complaints should be directed to the Elder’s Chairperson when the Elders are functioning as Senior Pastor or when the complaint is about the Senior Pastor.
* Complaints should be directed to the Deputy Elder’s Chairperson when the complaint is about the Elder’s Chairperson.

### Process

In our personal relationships, we use Matthew 18:15-17 to govern our actions. However, many of the offenses we take are not a result of our brother’s sin. Congregations can produce complaint about any action or decision made, and this can be very destructive, especially of voluntary service. As such, complaints about any aspect of church operation should be addressed to the Senior Pastor, rather than to the person directly.

* Where the complaint is considered serious, the person responsible will require a signed, written complaint.
* The person responsible will organise for both parties to speak to the issue. A written response will be returned.
* Where reconciliation is not achieved, the matter can be addressed to the Elders, and finally a congregational meeting. The decision of a congregational meeting will be final.
* Where the matter breaches legal issues, the relevant authority will be notified.

**Documents**

* Our complaints policy is governed by the following documents:
  + The Bible.
  + The Hamilton South Baptist Constitution.
  + The Baptist Union of New Zealand Administration Manual.

## Review

This policy will be reviewed on an annual basis or at such other times as deemed necessary.

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| **Chairperson: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_** |