



RIVERTON
BAPTIST COMMUNITY 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 Riverton Baptist Community Church Inc. (RBCC)

Background

The Riverton Baptist Community Church Inc. has endorsed the Baptist Union of Western Australia Safe Church Policy. The Safe Church Policy established principles and responses for all members of RBCC. 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 and Reporting allegations of abuse or harm. The Safe Church Policy also specifically details the procedures for responding to allegations or complaints against the Lead or Sole Pastor in a local church.

These procedures clearly demonstrate the intent of the church 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 are dealt with by senior staff at the Baptist Churches of Western Australia Ministry Centre.

Principles for the policy

1. RBCC will ensure that the process for responding to complaints and allegations is consistent with those of the Baptist Churches of WA.
2. Complaints or allegations will be managed with clear commitment to confidentiality of the details of the complaint.
3. Employment conditions for staff who are covered by this policy will have their employment agreements reference this policy and procedure.
4. At the time of endorsing this policy, the RBCC Board will appoint a Board member to a role to assist the Chairperson manage any complaints or allegations, should this become necessary. If there is no suitably skilled person on the current Board, then the past Chairperson could be invited to fulfil this role.

Application of these principles for responding to complaints or allegations against senior RBCC staff or Board 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 Lead Pastor – the allegation or complaint needs to be made to the Lead Pastor who is required to discuss this allegation at the time of receipt with the Chairperson of the Board. The Lead Pastor and the Chairperson will be responsible for managing the complaint or allegation consistent with the Safe Church Policy and associated procedures.
3. Allegations against the Lead Pastor, need to be made directly to the Chairperson of the Board who is required to discuss this with the Board member appointed to assist the Chairperson with these sort of allegations. The Chairperson and the second Board member will be responsible for managing the complaint or allegation consistent with the Safe Church Policy and associated procedures.
4. Allegations against any Board Member will be made to the Chairperson of the Board who is required to discuss this allegation with the Lead Pastor. It is the responsibility of the Chairperson and the Lead Pastor to manage the complaint or allegation consistent with the Safe Church Policy and associated procedures.
5. Allegations against the Chairperson of the Board will be referred to the Board Member appointed to the position of addressing these issues. This Board Member will discuss with the Lead Pastor and together they will manage the complaint or allegation consistent with the Safe Church Policy and associated procedures.

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