

Te Awamutu Bible Chapel (TABC)

Complaints Procedure

Policy

TABC respects the right of any person involved with the church to have an avenue for their complaint to be received and managed in a professional manner.

General Principles

Take all allegations seriously

Act promptly

Set timelines and deal with reports/complaints as soon as you can after you receive them.

Clearly communicate the process

Tell everyone involved what the process is.

Let the people involved know if there are delays to timelines.

Ensure non-victimisation

Protect the people involved from victimisation.

Support the people involved

Anyone involved can have a support person present at interviews or meetings (eg health and safety representative, their union, colleague, friend).

Tell everyone involved what support is available to them (eg do you have an employee assistance programme, health and safety representatives?).

Maintain privacy (confidentiality)

Maintain privacy for all parties involved.

Ensure details of the matter are only known to those directly concerned (except their representative or support person).

Be unbiased and fair

Treat the people involved fairly.

Get someone unbiased and trained to look into the allegation.

Make decisions on how to deal with the allegation based on the facts.

Clearly tell the people involved what you are going to do (taking into account privacy).

Procedures

On receiving a complaint either verbal or formal the management will follow the procedure below.

Consider the information provided: get a clear description of the behaviour/incident- the more specific information the better.

Decide what approach to take: taking into account the seriousness of the issue. You can take one or more approaches.

- **Take a low-key approach** such as talking directly to the subject of the complaint to remind them of the code of conduct, and values of the church.
- **Take an informal approach** such as; you or a trusted third party talking to the subject of the complaint about the allegations; or you organizing early mediation resulting in an agreement understood by all parties.
- **Take a formal approach:** suggest using this approach for reports of serious misconduct, if you receive a formal complaint or if the person making the complaint requests it.

Mediation can be used as part of informal or formal approaches. Mediation involves a trained and impartial mediator sitting with all parties concerned to try to get an agreement and a way forward. Mediation can be used early on in the situation or at other times (eg after a formal complaint has been investigated)

Both parties should request and agree to participate.

You can run in-house mediation or use an external mediator. The Ministry of Business, Innovation and Employment (MBIE) provides a free, confidential and impartial mediation service for employers and employees. For more information see :

<https://www.employment.govt.nz/resolving-problems/steps-to-resolve/mediation/what-is-mediation>

Note: More information about these steps can be found in WorkSafe's good practice guidelines [Preventing and Responding to Bullying at Work \[PDF, 897 KB\]](#).

Example of a Formal Approach

You can use the approach outlined below to investigate allegations of bullying or other unreasonable behaviour. It's important that workers clearly understand what to expect. The investigation should happen as soon as possible after the complaint is received, and embrace the general principles described earlier to ensure fairness for both parties.

You receive a Formal Complaint

Inform the subject of the complaint as soon as possible after a complaint has been received

Support everyone involved

Maintain privacy

Decide if you need to take interim measures to ensure the safety and welfare of the people involved in the investigation. Interim measures may include suspension of the subject of the complaint pending the outcome of an investigation, or reassignment to other duties until an investigation is complete.

You appoint an Investigator. The investigation takes place.

Choose the investigator (ideally someone who is trained to carry out investigations and is unbiased/not involved in the incident).

Investigator decides on the process and timelines and tells everyone involved.

Investigator interviews all parties involved and any eyewitnesses and reviews any relevant documentation to determine the facts.

Investigator gives the subject of the complaint reasonable opportunity to respond to the allegations/concerns.

Investigator gives you a written report on their findings and recommended solutions.

You decide what to do

Meet with the people involved separately to discuss the recommended actions.

Give them a copy of the report and tell them about their right to appeal and what the process is to do this.

Tell the person who made the report/complaint your decision/actions (taking into account the privacy of the subject of the complaint).

Tell the people involved what your processes are if either is unhappy with your final decision.

You follow up with the parties involved

Check the wellbeing of the people involved for a period of time.

You use the findings of the investigation to improve your control measures.

Review and improve control measures if your control measures are not minimising the likelihood of the incident happening again.

Note: More information about these steps can be found in WorkSafe’s good practice guidelines [Preventing and Responding to Bullying at Work \[PDF, 897 KB\]](#).

Who can help

At times, you or the parties to the complaint may wish to seek external help. This could happen if someone is not satisfied by your actions, or when the behaviour is best dealt with externally (eg acts of violence should be dealt with by the Police).

The following laws and the government agencies can help under different circumstances.

Signed x _____ Date _____

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Informal report of unreasonable behavior

This form is for workers to informally report behavior that has upset them to their organisation.

Record the details of the behavior below and give the completed form to the appropriate person in the organisation.

Name	Add name here.
When did it happen?	Click here to enter a date.
Where did it occur?	Add location(s) here.
Who was present?	Add name(s) here.
What happened? Who did what?	Enter details here.
How did this behaviour make you feel?	Explain how the behaviour made you feel here.
How has this behaviour affected your work?	Explain how the behaviour has affected how you work here.
Have you taken any actions? If so, what?	Choose yes or no with the arrow. If yes, detail the actions you've taken here.
As a result of this report, what do you want to happen?	Add what you want to happen here.

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Bullying formal complaint form

This form is for workers to lay a formal complaint with their organisation.

Record the details of the complaint below and give the completed form to the appropriate person in the organisation.

Name	Add name here.
When did it happen?	Click here to enter a date.
Where did it occur?	Add location(s) here.
Who was present?	Add name(s) here.
What was said and who said what?	Enter details here.
Why do you think it is bullying? - It's unreasonable because: - It's repeated because: - It's endangered my health or safety because:	Explain why it's unreasonable behavior here. Explain why it's repeated behavior here. Explain how the behaviour has endangered your health here.
Who witnessed this incident?	Add name(s) here.
How did this incident make you feel?	Explain how the behaviour made you feel here.
How has this incident affected your work?	Explain how the behaviour has affected how you work here.
Have you taken any actions? If so, what?	Choose yes or no with the arrow. If yes, detail the actions you've taken here.
As a result of this complaint, what do you want to happen?	Add what you want to happen here.