

Hill Top Church Inc.

Complaint Handling: Policy and Process

What is a complaint?

For this policy a complaint is an expression of dissatisfaction with something that Hill Top Church Inc. (HTC) has provided. This policy is not about any processes that have their own legislation (eg Child Safety) and any illegal activity should be reported to the Police.

A complaint may be about a ministry outcome or a how a team member behaved while representing HTC. Therefore, HTC takes complaints seriously.

Making a complaint

1. Preferably make the complaint in writing clearing outlining how you became dissatisfied. Please be as specific as possible to assist the investigation.
2. Please remember that the complainant owns the concern, HTC owns the complaint (it is handled through our processes).

HTC's complaint handling process

1. Committee receives complaint.
 - i. Anonymous complaints will not be investigated.
 - ii. The committee receives the complaint and consequently appoints member with no conflict of interest to conduct preliminary investigation.
 - iii. Inform complainant
 - iv. Brief the committee.
 - v. Is further investigation necessary?
 1. If yes, step 2.
2. Conduct investigation.
 - i. Inform the complainant of the stage and expected completion date of step 2.
 - ii. The purpose of this step is to establish facts. This may require interviews with;
 1. complainant,
 2. person about whom the complaint is made,
 3. the appropriate team leader.
3. Assess the available information.
 - i. Inform the complainant of the stage and expected completion date of step 3.
 - ii. Assess
 1. Create a simple timeline.
 2. Is there anything to substantiate the complaint?
 3. Are there (simple) alternative explanations?
 4. Is there any conflicting information?
4. Make recommendations.
 - i. Report to the committee.
 - ii. If the complaint has grounds:
 1. Do we need to apologise?

2. How can we improve?
 1. Training
 2. Better processes
 3. Better resourcing
- iii. If the complaint has no grounds:
 1. Ensure that the process is explained in the letter to the complainant.
- iv. Inform the complainant of the outcome.

What if the complainant is dissatisfied with the outcome?

1. HTC will allow only one review of a complaint, and that is at the discretion of the committee.
2. If a review is to proceed, a committee member will be appointed as the investigator, and the same process will be followed.

Adopted:

To be reviewed: