



Foursquare Church Australia

Complaints and Grievance

Biblical Principles that Define our Complaints and Grievance Policy

1. Foursquare Church Australia is committed to the nurturing of a safe and healthy environment for all members of the community, particularly within each local church, outreach and corporate event. We believe that all issues should be dealt with in the context of Matthew 18:15. All members of the community are encouraged to remember that we are all loved creation of God and His workmanship. It is a journey that we are on and God is the author and finisher of our faith through Jesus Christ. With this in mind, all interaction should be respectful and considerate of one another (John 13:24). It is the endeavour of the Foursquare Church Australia to reflect the lordship of Jesus to the world (James 4:13-1; Ephesians 6:5-9; Colossians 3:22 – 4:1; Micah 6:8). The Bible stresses the significance of our responsibility to protect those who are vulnerable (Exodus 22:21-22; Deuteronomy 10:17-19; Jeremiah 22:2-4; James 1:27).

Policy Statement

2. Foursquare Church Australia is committed to providing an environment, which promotes the health and wellbeing of all members of the community. However it is recognised that from time-to-time there will be occasions when issues arise between people. This Complaints and Grievance Policy seeks to ensure that should an issue arise, it is dealt with in a fair and transparent manner in order to endeavour to see a favourable resolution. Individuals have the right to raise concerns, questions and complaints relating to behaviours, practices, decisions or other issues relating to other individuals and to expect that each matter be addressed appropriately with objectivity and sensitivity. Foursquare Church Australia as part of its obligation of duty of care to community members, strives for procedural fairness and natural justice for all. Disharmony should be resolved through biblical principles and due process.

Procedure

3. All matters of relatively minor concern should be initially directed to the person the grievance is with. If the issue is between a pastor or leader and another individual, an appointment should be made through the appropriate channel (generally the church office).
4. Matters which are unresolved or considered to be of a more serious nature, between members of a congregation should be referred directly to the Senior Pastor or his or her delegate, to allow for mediation to occur.
5. Matters which are unresolved or involving the Senior leadership of the church, should be directed to the District Supervisor, to allow for external mediation to occur. This will also encourage fairness and sensitivity in addressing the issue.

6. It is requested that all issues which arise are addressed with discretion and not discussed openly with other parties in order to promote peace throughout the community.
7. Where an issue involves the District Supervisor or if a matter is unresolved, it may be directed to the President of Foursquare Church Australia, who may involve a committee for arbitration.
8. The following principles and procedures will be employed when dealing with formal conflict:
 - 8.1. Allegations are to be stated clearly in writing, and addressed as follows:
 - 8.1.1. If a matter is brought against a Pastor, then the complaint must be addressed to the District Supervisor
 - 8.1.2. If a matter is brought against a Director, including the District Supervisor, then the complaint must be addressed to the President of Foursquare Church Australia
 - 8.1.3. If a matter is brought against the President of Foursquare Church Australia, then the matter should be addressed to Board of Directors Foursquare Church Australia
 - 8.1.4. An appointed agent who acts independently of the Board of Directors may be employed should a need arise to ensure procedural fairness
 - 8.2. There is a presumption of innocence until guilt is determined
 - 8.3. Strict confidentiality is to be maintained at all times (with exception of agencies communicating to other agencies under section 16A of the Child Protection Act or in a matter with potential criminal implications)
 - 8.4. The President or his or her delegate in exceptional circumstances, will be the Head of Agency in relation to outside agencies such as Police, Ombudsman, WorkCover, etc.
 - 8.5. An opportunity for all to respond should be granted to ensure procedural fairness
 - 8.6. All processes should take into consideration all appropriate government legislation
 - 8.7. Affected parties will be made aware of the results of the investigation as soon as possible
 - 8.8. All records and documentation should be maintained as appropriate for any incident in order to assist due process to remain consistent and fair
 - 8.9. At any stage in the conflict, prayer should be a central focus, as it is only through God that true peace can be found for individuals.