

HUGHES BAPTIST CHURCH

a dynamic Christ-centred community sharing Jesus' life-changing power

Procedure for Reporting Inappropriate Conduct

Created 19/06/2018

PURPOSE

This procedure is designed to ensure HBC has a clear and consistent approach to the handling of **Inappropriate Conduct** issues (inappropriate physical and/or electronic contact of any persons, bullying, harassment etc).

This includes thoroughly investigating the concern, respecting all involved parties, recording all relevant information whether in paper or electronic form, providing secure storage of all information, maintaining an audit trail of all interactions, liaising with external agencies as required and ensuring long term recovery availability for all stored information.

All potential issues of this nature should in the first instance be referred to the Safe Church Officer, the Senior Pastor. In the case of someone wanting a female contact then the Pastoral Care Worker (Christine Hosking) should be consulted.

COMPLAINT HANDLING

When a complaint or concern requires further action then:

1. Enter details into a Complaint/Dispute Register and assign a number for the entry. All subsequent material relating to this case should be noted with the Register reference number and a folio number assigned to each attached paper to ensure ALL evidence is retained intact.
2. Determine whether the issue should be escalated. Do the police need to be involved and/or in the case of a child does the ACT government need to be notified? We must ensure full transparency in all investigations.
3. Ensure details of each and every relevant contact are recorded accurately and stored within the file.
4. The individual or group of persons a complaint has been raised against will need to be advised.
5. Following the investigation process a full report of the entire proceedings must be completed and signed off by the Safe Church Officer. If any external agencies have been involved then they must be advised and given a copy of the final report.
6. All documentation must be securely stored.
7. Follow up monitoring may be required.

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