



SYSTEMS
POLICIES

Policy 4

Feedback and Complaints

17th August 2023



Gateway Feedback Policy and Procedure

1 Peter 4:8

Above all, love each other deeply, because love covers over a multitude of sins.

Matthew 18:15-17

“If your brother or sister sins, go and point out their fault, just between the two of you. If they listen to you, you have won them over. But if they will not listen, take one or two others along, so that ‘every matter may be established by the testimony of two or three witnesses.’ If they still refuse to listen, tell it to the church; and if they refuse to listen even to the church, treat them as you would a pagan or a tax collector.

Proverbs 19:11

A person’s wisdom yields patience; it is to one’s glory to overlook an offense.

Purpose: This policy outlines the procedures for receiving and resolving feedback, compliments and complaints from individuals or groups who engage with Gateway programs and services.

The goal is to ensure that all feedback and complaints are handled in a fair, timely and efficient manner.

Scope: This process applies to all attendees, servers, volunteers, contractors and members of the public. In order to escalate your feedback, your full details will be required.

Confidentiality: All feedback and complaints will be treated confidentially, and personal information will only be used for the purpose of resolving the issue.

1. Procedure for giving compliments:

- a. Individuals can provide feedback by:
 - i. Speaking directly to the individual
 - ii. Sending an email to info@gatewayadelaide.au with specific and clear feedback, including the individuals name. This will be forwarded to individual. (See Appendix 2)
 - iii. Completing the ‘Compliment Form’ on the GBC website

2. Procedure for Suggestions can be made by:

- a. Filling out the form 'Suggestions' on Gateway website giving specific and clear details and it will be directed to the appropriate ministry leader/leader.

3. Procedure for making a Complaint:

Ascertain if the issue is personal/ individual or ministry related. (See Appendix 1)

- a. **Personal/ Individuals** can make a complaint by:

- i. Individuals to meet together in person.

If not resolved

- ii. Meeting with the individual with a witness concerning the issue (Matt 18)

If not resolved

- iii. Fill out the form on Gateway website 'Personal/Individual Complaint' giving specific and clear details and it will be directed to the Senior Pastor/ Leadership/ Membership as deemed appropriate. (See Appendix 2)

If not resolved

Investigation/ escalation as deemed appropriate to Senior Pastor/ Leadership/ the Board/ Membership for resolution

NOTE: All feedback received will be acknowledged within 5 working days, and a response will be provided within 10 working days.

- b. **Ministry related** complaints can be made by:

- i. Speaking with a designated staff or ministry leader in person

If not resolved

- ii. Filling out the form 'Ministry Related Complaint' on Gateway website giving specific and clear details and it will be directed to the appropriate leader/s. (see Appendix 3)

If not resolved

Investigation/ escalation to Leadership for resolution

NOTE: All feedback received will be acknowledged within five working days, and a response will be provided within 10 working days to the appropriate person/s.

Gateway will not tolerate retaliation against individuals who provide feedback or make a complaint in good faith.

More Information

What happens to my compliment?

We will:

- Let the person you have complimented know.
- Share the compliment with relevant people at Gateway for encouragement

What happens to my suggestion?

We will:

- Make sure the right person investigates your suggestions
- Notify you of any action or decision

What happens to my complaint?

We will:

- Acknowledge your complaint within 5 working days of receiving it
- Aim to resolve your complaint within 10 working days of receiving it
- Keep you informed of the progress of your complaint, as necessary
- Where possible, work to find an agreeable solution

Record keeping:

- Records of all feedback and complaints will be kept securely
- Records will be maintained for a minimum of 5 years

Review:

This policy will be reviewed annually, or as required, to ensure its relevance and effectiveness.

Approved by: _____

Date of Approval: _____

Gateway Contact Details

Address: 6 Jervois Street, Albert Park, SA

Phone: 0481952066

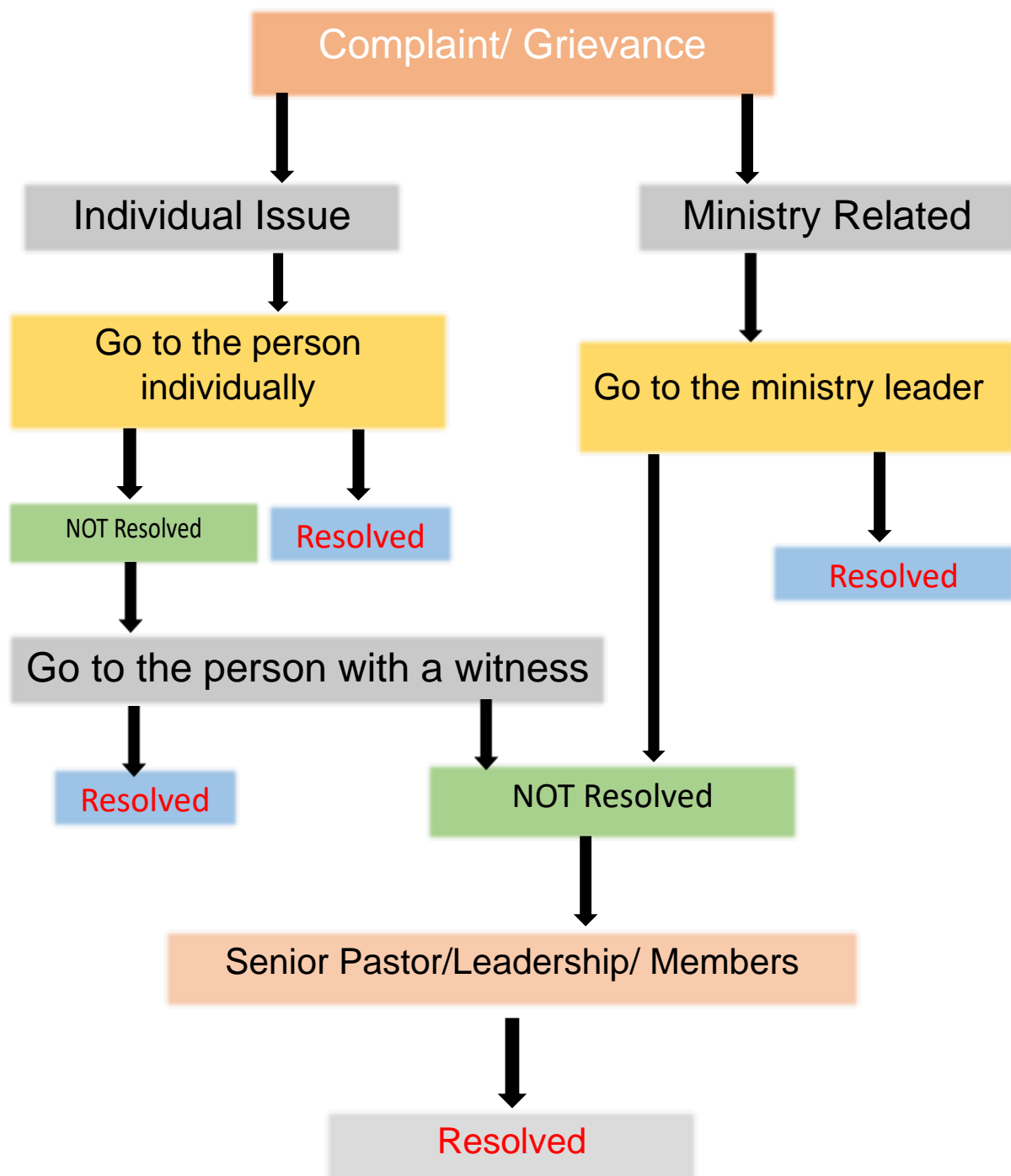
Email: info@gatewayadelaide.au

Website: <http://www.gatewayadelaide.au>



COMPLAINT / GRIEVANCE Policy and Procedure

Flow Chart



APPENDIX 2

List of Ministry Leaders

Senior Pastor/ Missions	Jeremy Jaques
Pastoral Care/ Worship	Joel Hammond
Youth	Josh Koutsoukos
Children	Hannah Fraser
Kitchen/ Administration/ Operations	Tonia Hutton
Finance	David Hutton
Guest Services	Monica du Plessis
Worship	Justin Dunford

List of Leadership

Rev Jeremy Jaques	Monica DuPlessis	
Josh Koutsoukos*	Andrew Lock	
Joel Hammond*	David Hutton	*non voting

APPENDIX 3

