

## UniHill Church

### Grievance and Complaints Policy Process and Flowchart

In accordance with the Acts Global Church's Grievance and Complaints Policy, when a volunteer, supervisor, staff member, or Pastor receives a complaint or becomes aware of an incident that may contravene AGC Policies or is unfair or unjust, they should follow the procedure set out in the policy.

At UniHill Church, if a person wants to make a complaint or grievance against the Senior Pastor, they should direct their grievance or complaint to a nominated Church Eldership member who has delegated authority to receive and manage such matters.

The Eldership member currently fulfilling this role is Pastor Chris Drowley. Chris can be contacted by email at [chrisd@unihillchurch.com.au](mailto:chrisd@unihillchurch.com.au)

All other grievances and complaints should be directed to the person directly supervising them or another ministry leader.

Once a complaint has been lodged the designated Eldership member or supervisor or other ministry leader will be required to follow the process set out in the Grievance and Complaints Policy.

A basic flowchart of the process is as follows:

