

Complaints Handling Procedure

SC04-2 Complaints Triage Committee

Objective of committee

In accordance with Article 10 of the Lutheran Church of Australia (the church) Constitution, Complaints Handling Policy and Complaints Handling Procedure, the Complaints Triage Committee (the committee) reviews all formal complaints that are submitted to Professional Standards. Following each review of a complaint, the committee makes recommendations to Professional Standards and the applicable bishop.¹

Primary responsibilities

The responsibilities of the committee are:

- Carry out a review of each complaint, as well as of materials that are initially received in support of a complaint, which is received by the church's Professional Standards team
- Form a conclusion on whether it is necessary to take any interim measures that address health and safety requirements
- Form a conclusion in relation to whether an investigation of an alleged breach of a church standard or policy is required
- Provide its recommendations, regarding how to address the complaint, to Professional Standards

Key considerations

When reviewing each complaint the committee will consider all of the applicable circumstances including, but not limited to:

- Whether the behaviour alleged is a clear breach of a church standard or policy
- Seriousness of the alleged breach
- Credibility of the allegation

General terms

- The committee to consist of at least two volunteers
- All volunteers serving on the committee to be active members of the church

Qualifications and skills

- Holds a current working with children type check² in accordance with the church's Child Protection Procedure
- Has completed Safe Church Level 1 and Level 2 training
- Able to maintain absolute confidentiality and exercise discretion
- Significant experience in a relevant field such as litigation, alternative dispute resolution, government investigations or police work

¹ Depending on all of the relevant circumstances the respective District Bishop or the Bishop of the Church, as appropriate

² If possible in the relevant jurisdiction, noting the role may not involve any direct contact with children (but a working with children type check is the church's preferred background screening check)