

OUTLINE OF COMPLAINTS PROCEDURE
ROCKHAMPTON CONGREGATIONAL PROFESSIONAL STANDARDS COMMITTEE -
MARCH 1997

STAGE 1

Allegation is made to a Member of the Congregation or Staff Member:

Complainant contacts or is contacted by the **Response Co-ordinator**

OR

The Allegation is made to a **Contact Person** (B. Loch, A. Slattery, S. Prosser, R. Munro)

STAGE 2

The **Response Co-ordinator** Meets with **Complainant**

Reports to **Statutory Agencies** as required

Notifies in writing the **Accused** to explain procedures

Notifies in writing the **Congregational Leader** and may recommend administrative leave for the accused

If no action is requested asks the complainant to sign a Proforma letter

Advises the **Complainant** and **Accused** of Support Persons

Notifies in writing the Congregation's **Insurer**

Notifies Complainant of options including that of notifying the Police.

IF THE ALLEDGED INCIDENT OCCURRED IN THE PAST

The **Response Co-ordinator** refers it to the **CPSC** ASAP

IF THE ALLEDGED INCIDENT IS RECENT

The **Response Co-ordinator** organises a **CPSC** meeting within 7 days

STAGE 3**MEETING OF THE CPSC**

The **CPSC** receives and discusses the **Response Co-ordinator's** report
 Determines if further investigation is needed

IF YES

The **Response Co-ordinator** notifies the **Assessor**

IF NO

The Case is closed and Monitored

STAGE 4**ASSESSMENT**

The **Assessor** interviews the **Complainant**, **Accused** and others with knowledge of the circumstances. Has access to all files. Prepares a report for the **CPSC**.

The **Response Co-ordinator** within 40 days of receiving the report organises Stage 5.

STAGE 5**CASE REVIEW MEETING OF THE CPSC**

The **CPSC** reviews the report from the **Assessor**
 allows the accused or victim to appear or submit written statements
 allows witnesses to appear or submit written statements
 considers the case and makes recommendations including any re treatment to the **Congregational Leader**
 notifies the **Accused**
 notifies the **Complainant** of the outcome or arranges a **Facilitated Resolution**

STAGE 6

Regular follow up, review at 6 months and 12 months.

(See notes attached)

**SIMPLIFIED OUTLINE OF COMPLAINTS PROCEDURES
 ROCKHAMPTON CONGREGATIONAL PROFESSIONAL STANDARDS COMMITTEE -
 MARCH 1997**

STAGE 1

COMPLAINT RECEIVED

STAGE 2

INITIAL ASSESSMENT - RESPONSE COORDINATOR

STAGE 3

EVALUATION OF COMPLAINT - THE CPSC

(if further investigation recommended)

(if no action recommended)

ASSESSMENT

STAGE 5

CASE REVIEW BY CPSC

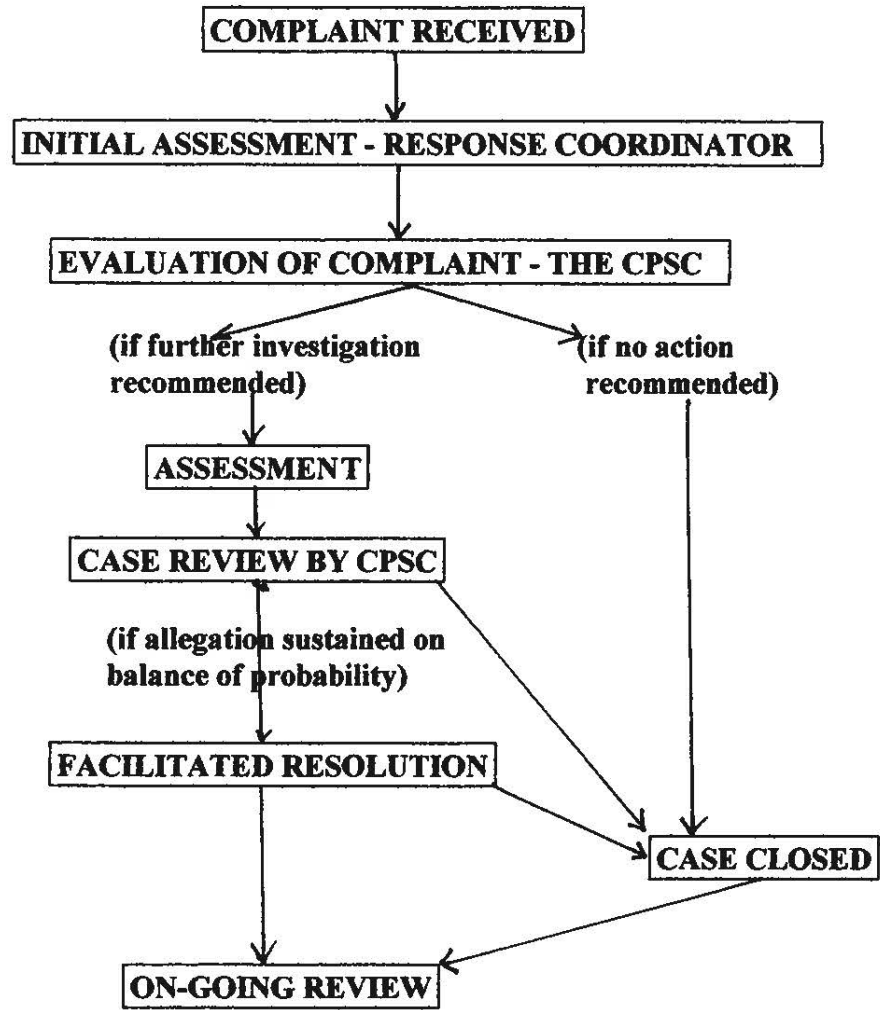
(if allegation sustained on balance of probability)

FACILITATED RESOLUTION

CASE CLOSED

STAGE 6

ON-GOING REVIEW



NOTE 1:

If the Complainant is dissatisfied with the outcome or the following of the process, he/she can request an External Review of process as outlined in "Towards Healing"

NOTE 2:

IF THE ACCUSED PERSON ADMITS THE TRUTH OF ALLEGATIONS:

THE RESPONSE CO-ORDINATOR with the advice of the CPSC

- notifies the Congregational Leader
- follows protocol re therapy, ministry withdrawal etc
- meeting the Complainant (with support person if necessary) re needs, approach to the Congregation, and ensures that the Complainant understand the option to referring to the police.
- sets up a facilitated meeting with the Complainant to reach an agreed resolution of the matter. If an investigator has been involved, he/she might need to attend, along with support persons and the Congregational Leader or her representative.

IF ALLEGATIONS ARE NOT SUPPORTED BUT IMPRUDENT ACTS OF THE ACCUSED ARE SUSTAINED ON THE BALANCE OF PROBABILITIES"

THE RESPONSE CO-ORDINATOR with the advice of the CPSC

- notifies the Congregational Leader and negotiates treatment, ministry changes etc to be discussed with the accused
- works with the accused towards implementation of these recommended procedures
- notifies the complainant of the outcome of the investigation.

NOTE 3:

Throughout the entire Process, the **Response Co-ordinator** undertakes responsibility for maintaining appropriate contact with the **Provincial Professional Standards Resource Group** and, where appropriate, with the **Diocesan Professional Standards Resource Group**.

AUTHORISED BY *C. Di Anne Rowson* **DATE** *10 April 1997*

Differences with ISMA Proposal:

OURS - current and past allegations

OURS - CPSC decides re investigation

ISMA - add insurer, lawyer, complainant to be notified in writing

ISMA - Complaints Officer not Response Co-ordinator ?

ISMA - Co investigates not Assessor

ISMA - if Accused admits allegations are true during the investigation

ISMA - if allegations supported / not supported / imprudent acts

ISMA - separate review officer, in TH only if requested do we always need an independent reviewer or would C/O Response Co-ordinator review unless otherwise requested ?

GENERAL - Handbook, good outline.