Anglican Diocese of Adelaide

	Grievance Policy v1.1		
Body adopting policy:	Diocesan Council	**Date of adoption or last review:**	8 July 2026
Related Documents:		**Review schedule:**	Every three years

1. **Context**
   Open communication and feedback are regarded as essential elements of satisfying and productive work and faith communities.

2. **Objective**
   The purpose of this Policy is to provide an avenue through which Office Holders, employees and volunteers, and their managers, and members of the Anglican Church in the Diocese can resolve work-related complaints as they arise, in accordance with the principles adopted in 2014 by the General Synod of the Anglican Church of Australia in **Being Together: Expectations of behaviour in our church community**.

3. **Scope**
   3.1. This Policy applies to all **Office Holders**, employees and volunteers working for Synod or working in parishes and to all active members of the Anglican Church in the Diocese.
   3.2. The subject matter of this Policy and of the *Professional Standards Ordinance* overlap. The scope of this Policy includes behaviour of **Church workers** which could be covered by the Diocesan *Professional Standards Ordinance*, (where the misconduct is so serious that it calls into question the **Church worker's** fitness for office), but this Policy's scope is not limited to behaviour of **Church workers**. Prospective complainants are encouraged to consider availing themselves of the opportunities for resolution afforded by this Policy prior to or instead of initiating a complaint under the *Professional Standards* regime.
   3.3. Matters excluded from this Policy are:
      3.3.1. staff recruitment, appointment, probation and conditions of employment of staff;
      3.3.2. grant of Bishop's licences;
      3.3.3. allegations which (if proven) constitute criminal behaviour. This includes allegations of sexual or child abuse. All such allegations are to be referred to the

Professional Standards Director and reported to SAPOL and CARL as the case requires, in accordance with the *Professional Standards Ordinance*, the Diocesan Code of Conduct and the Safe Ministry Policy.

4. Definitions

Church worker means a person who is, or who at any relevant time was, a member of the clergy, a person employed by a Church body, or a person holding a position or performing a function with the actual or apparent authority of a Church authority or Church body, but excludes a bishop.

Office Holder means anyone whose appointment to an office is made by or is subject to approval by Diocesan Council.

Members of the Church means all active members of the Anglican Church, whether lay or ordained.

Supervisor means:

- for Office Holders, the Chair of the body on which they serve;
- for employees and volunteers of the Synod, their manager;
- for Members of the Church, the Parish Priest or people's warden.

5. Principles

5.1. The Synod is committed to maintaining workplaces and faith communities that encourage collaboration, trust, cooperation and communication, where all behaviours are consistent with the Synod's adopted Code of Conduct *Faithfulness in Service*.

5.2. The Synod will establish mechanisms to promote fast and efficient resolution of issues that arise in its workplaces.

5.3. The Synod encourages its **Office Holders**, employees, volunteers and **Members of the Church** to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate **Supervisor**.

5.4. Complaints or grievances in Synod workplaces will be handled and resolved in an appropriate, fair, transparent and timely manner and in accordance with the principles of natural justice.

5.5. Wherever possible, allegations are to be dealt with by a process of discussion, cooperation and conciliation, with the aim being to reach a mutually acceptable outcome that is both fair and effective and which minimises the potential for ongoing damage to relationships.

5.6. No one who makes a grievance allegation in good faith is to be disadvantaged.

6. Procedures

6.1. Procedures needed to implement the policy principles within Synod workplaces will be developed by the Secretary of Synod.

7. Roles and Responsibilities

7.1. **Diocesan Council**

Diocesan Council is responsible for:

7.1.1. approving the **Grievance Policy** and for reviewing and approving any revisions to it; and

7.1.2. reviewing annual reports from the Diocesan Risk and Audit Committee.

7.2. **Diocesan Risk and Audit Committee**

The Diocesan Risk and Audit Committee is responsible:

7.2.1. for reviewing and endorsing the **Grievance Policy** before it is submitted to Diocesan Council for approval;

7.2.2. for reviewing and endorsing any revisions to the **Grievance Policy** before it is submitted to Diocesan Council for approval;

7.2.3. for receiving reports from the Secretary of Synod on compliance with and the effectiveness of the **Grievance Policy**; and

7.2.4. providing a report to Diocesan Council annually on compliance with and the effectiveness of the **Grievance Policy.**

7.3. Secretary of Synod

The Secretary of Synod is responsible:

7.3.1. for developing and implementing procedures to give effect to the **Grievance Policy**;

7.3.2. for monitoring compliance with the **Grievance Policy;**

7.3.3. reporting to the Diocesan Risk and Audit Committee on compliance with and the effectiveness of the **Grievance Policy;**

7.3.4. for reviewing the **Grievance Policy** and making recommendations for revisions for consideration by the Diocesan Risk and Audit Committee and subsequently by Diocesan Council; and

7.3.5. for informing all relevant stakeholders about the **Grievance Policy** and Procedures.

8. Review Schedule

3 years

9. Related Documents

9.1. Legislation

Fair Work Act

9.2. General Synod

Being Together: Expectations of behaviour in our church community (Resolution

45/14)

9.3. Other Diocesan policies and procedures

Professional Standards Ordinance
Faithfulness in Service: Code of Conduct
Whistleblower Policy
Safe Ministry Policy

Being Together

Expectations of behaviour in our church community

Jesus told us to love one another as he loves us. As Christians we know our life together is strengthened when our behaviour is consistent with our faith. However, our experience of being together can be difficult, particularly when there are differences. So it is important to be clear about how we will behave towards each other.

Being a community:

- We will **value the wellbeing and safety of others,** especially children and other vulnerable people.
- We will **encourage each other to participate** in the life of the church.
- We will **consider the impact of our behaviour** on others.

Relating to each other:

- We will **treat each other with respect and dignity**, irrespective of ability, gender, sexuality, race, age or contribution to the church.
- We will **act with integrity and honesty** in our interactions with each other.
- We will **protect the safety of all**, especially children and other vulnerable people.

Communicating with each other:

- We will **communicate respectfully** with others, and not in a way that threatens, belittles or humiliates.
- We will **speak with integrity and honesty**, and refrain from speculation and gossip.

Acknowledging difference:

- We will **respect those who are different** from us and not isolate or ridicule them.
- We will **listen to and seek to understand** the beliefs, opinions and practices of others, even when we do not share their views.

Responding to conflict:

- We will **accept responsibility** for our part in a conflict.
- We will be willing to **play our part** in resolving a conflict.

(Adopted by General Synod 2014, 45/14, incorporating amendments approved by the Standing Committee of General Synod 16-17 April 2021.)