

Uniting Church in Australia Synod of Victoria and Tasmania

Compliments, Concerns and Complaints

Fact Sheet — *Your Rights and How to Have Your Say*

The Uniting Church wants to hear from you. Your voice matters.

What Can You Tell Us?

✓ Compliment

Something went well. Maybe you felt welcomed at a service or someone was especially helpful. We love hearing this!

⚠ Concern

Something made it harder for you to take part because of how your disability was treated. Raising it early gives us a chance to fix things.

📄 Complaint

Your concern was not fixed as expected, or something serious has happened. We will follow a formal complaints process.

Your Rights

When you give feedback or make a complaint, you have the right to:

- Share feedback in a way that works for you
- Have a support person or advocate speak on your behalf
- Bring a support person to any meeting
- Use your preferred way of communicating
- Receive responses in your preferred format
- Have your privacy and confidentiality respected
- Be treated with dignity and respect at all times
- Have adjustments and communication supports arranged
- Receive regular updates on your matter
- Not be disadvantaged for speaking up

How to Get in Touch

There is no wrong way. Choose what works best for you:

- In person — speak to someone at a service or activity
- By phone
- By email
- In writing — send a letter
- By filling in the Feedback and Complaint Form
- By scanning the QR code in the church (if available)

Need help? Just ask. We can write it down for you and read it back.

Who to Contact First

Your first point of contact is the Safe Church Person or designated contact at your local congregation.

Unsure who this is? Ask any church leader, staff member or volunteer, they will direct you.

What Happens After You Get in Touch?

1. Your feedback is acknowledged within 7 days where possible. We recognise that response times may vary depending on the size and location of your congregation, but you will always hear from us.
2. Records are kept throughout the process.
3. The steps involved are explained to you clearly.
4. The situation is reviewed carefully.
5. You receive updates in your preferred format.
6. You are told the final decision and any options for appeal.

Your Privacy

Your personal information is kept private and safe. We only use it to help resolve your concern or complaint and only share it with the people who need to know.

If you prefer to stay anonymous, we will respect that.

If You Are Not Happy with the Response

If your concern is not resolved at one level, you can ask for it to be escalated to the next level. You will always be kept informed.

Level	Who to Contact	When to Use
Level 1	Safe Church Person or designated contact at your local congregation	First step. Compliments, concerns and complaints.
Level 2	Presbytery (regional group of congregations)	If not resolved locally, or beyond the congregation to address.
Level 3	Synod Safe Church Unit — Manager, Complaints Officer and Disability Inclusion Advocate	If not resolved at Presbytery level or involves a serious or ongoing matter.