

BAPTIST CHURCHES OF NEW SOUTH WALES PROPERTY TRUST
COMPLAINTS PROCEDURE

If you have concerns or are dissatisfied about any aspect of the services provided to your church by Baptist Churches of NSW Property Trust, then we ask that you let us know in writing. Send an outline of your concerns to the Secretary, David Evans, Baptist Churches of NSW Property Trust by email to propertytrust@nswactbaptists.org.au. You will usually receive a response within 7 days. If we are unable to provide a response within 7 days, we will confirm receipt of your communication and let you know how long it will take to provide a response.

If you do not hear from us within 7 days, or you are not satisfied with the response, you should contact the Chairperson, Paul Holding at paul@holding1.com.au, who will table your concerns at the next Property Trust meeting and inform you of the outcome.

In the event that you remain dissatisfied with the response, you may wish to speak with the Director of Ministries, Rev Steve Bartlett at the Association of Baptist Churches, Macquarie Park, at sbartlett@nswactbaptists.org.au. If he is not available then Association staff will direct your complaint to a suitable officer for response.

Adopted 13 December, 2018.

Updated: October, 2020.