



PUBLIC COMPLAINTS POLICY

1. OPENING STATEMENT

Edge Church (the “Church”) recognises that from time to time the quality of services provided by the Church may not meet up with the standards that individuals have come to expect. The Church views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

All complaints will be handled in a professional and confidential manner. Information will only be shared with individuals who require it to fulfil their responsibilities in the investigation, decision-making, or oversight process. Personal information will be protected in accordance with POPIA. The organisation will disclose only what is necessary to ensure a fair process, comply with law, and provide appropriate feedback to the parties involved.

2. PURPOSE OF THE POLICY

- To provide a fair complaints procedure which is clear and easy to follow for anyone wishing to make a complaint.
- To make sure everyone at the Church knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely manner.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

We believe that it is best to follow the Scriptural principles of reconciling differences wherever possible before resorting to this formal complaint process. To this end, the Church adopts the biblical model of conflict resolution set out in Matthew 18:15–17 as the guiding framework for addressing complaints and disputes. Complaints shall be handled progressively through private discussion, assisted mediation where necessary, and formal organisational review where appropriate, with the aim of achieving truth, justice, accountability, reconciliation, and restoration while protecting the dignity of all parties involved. However, we recognise that, from time to time, there may be occasions when there will be no alternative but to resort to a formal complaint. This formal procedure should only be instigated when attempts to resolve the issue informally have failed or where, due to the nature of the complaint, it is not appropriate to address it with the person concerned.

3. COMPLAINT FOCUS

The types of complaints that will fall under this policy will include:

- Service-Related Complaints: the standard of service we provide as a church, typically addressing the quality, timeliness or effectiveness of the services we provide such as, delays or lack of response, poor communication, mistakes or administrative errors, failure to deliver promised services
- Behaviour or Conduct Complaints: Complaints about how someone within the organisation acted, including rudeness or unprofessional behaviour, bullying or intimidating behaviour, harassment (non-sexual), discrimination, breach of a code of conduct or organisational values
- Complaints about staff, volunteers or leadership: including concerns about misconduct, abuse of authority, conflict of interest, unfair treatment, negligence or failure to perform duties
- Discrimination and Equity Complaints: Complaints involving unfair treatment based on race, gender, disability, age, religion or any protected characteristic.
- Breach of Rights, Policies, or Legal Obligations: For example: violation of POPIA or data privacy rights, access to information issues, breach of organisational policies, failure to follow due process
- Financial mismanagement, such as mis-management of funds, lack of transparency, improper financial practices, breach of procurement or financial control procedures
- Whistleblowing-Type Complaints: serious allegations involving fraud or corruption, criminal behaviour, ethical violations, serious policy breaches. These would typically follow a separate whistleblowing process, but are nevertheless are referenced in this policy as a form of complaint.

4. CHILD PROTECTION AND SAFEGUARDING CONCERNS

- This policy is not intended to be used for raising child protection and/or safeguarding concerns in regard to allegations of abuse against children and/or concerns regarding vulnerable adults.
- All child protection and/or safeguarding concerns should be directed to the Child Protection Officer at rozanne.hammer@edgechurch.co.za.
- Any complaint received that contains a child protection concern will be dealt with in accordance with the Church's Child Protection Policy.

5. RESPONSIBILITIES

The Church's responsibility will be to:

- acknowledge the formal complaint in writing or by email;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- act where appropriate; and
- raise matters with the legal authorities where relevant.

A complainant's responsibility is to:

- bring their complaint, in writing, to the Church's attention normally within 4 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in the Church;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow the Church a reasonable time to deal with the matter;
recognise that some circumstances may be beyond the Church's control; and

- participate in investigation, recognising the extent of the procedural & decision-making process as outlined in the complaints policy.

6. COMPLAINTS PROCEDURE

Stage 1 – Informal Resolution

Wherever possible it is always better to try and resolve any disagreements/grievances informally before making a formal complaint. If it is appropriate to do so, we would always encourage people to reach out to an individual or team that is responsible for causing a grievance and ask them to address this with you.

In most cases, complaints and grievances that can be resolved informally usually bring about reconciliation in a speedy and fair way by mutual discussion.

We recognise however, that it is not always possible, nor appropriate, to address a matter informally first. In such cases, it may be necessary to raise a formal complaint by following the process outlined below.

Stage 2 – Formal Complaint Process

- To raise a complaint with us, please download and complete the complaint form below (or by [clicking here](#)) and email this to rozanne.hammer@edgechurch.co.za.
 - To help us to process your complaint, you should provide as much detail as possible about your complaint.
- Upon receiving your complaint we will acknowledge receipt of it by email (normally within 7 days).
- The Complaints Manager will then assess your complaint and either:
 - a) arrange for your complaint to be investigated or
 - b) contact you to explain why your complaint will not be investigated.
- The results of the investigation will be communicated to you within a reasonable time – normally 21 days.

Stage 3 – Appeal

- You have the right – if dissatisfied with the results of the investigation – to appeal by putting your case in writing to the Church’s Elder Governing Body.
- The Elder Governing Body will appoint an appeal panel to review the complaint and ensure that no one previously involved in the complaint is a member of that panel.
- The result of any appeal will be communicated to you in writing or by email and their decision will be final.

Stage 4 – Referral to the Assemblies of God Group

As an affiliated church of Assemblies of God (‘the AOG’) Group of South Africa, the Church comes under the spiritual governance and oversight of the AOG Group. If following an investigation by the Church, you believe the Complaint Policy was not properly and fairly followed, you may refer the matter to AOG Group.

To contact the AOG Group about an ongoing complaint please go to [Contact Us - Assemblies of God Group | South Africa](#).

7. CONFIDENTIALITY AND RECORD KEEPING

The Church will make every effort to handle all complaints with a high degree of integrity and confidentiality. However, confidentiality cannot always be guaranteed. The nature of the circumstances of the complaint may be such that it is not possible to maintain complete confidentiality throughout the investigatory process. By detailing the complaint made against an individual, so that they may give their response, it is possible that the identity of the complainant could be surmised. If this is likely to be the case, the situation will be explained to the complainant before further action is taken.

All formal complaints and responses made to the Church will be recorded and filed in a secure place in accordance with the Church's Protection of Personal Information Policy.

8. MONITORING AND LEARNING FROM COMPLAINTS

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

9. HUMAN RIGHT'S COMMISSION

The complainant can complain to the Human Right's Commission at any stage. Information about the kind of complaints the Commission can involve itself with can be found on its website at <https://www.sahrc.org.za/lodge-complaints> .

10. INITIAL CONTACT

Complaints should be sent to ROZANNE HAMMER.
Email address: rozanne.hammer@edgechurch.co.za

11. Review

This Policy will be reviewed every two years or sooner if there are developments necessitating a review.

12. Document Control

This table shows the changes that have been made to this policy document.

Date	Reference	Description
June 2025	Rozanne Hammer	First Draft of Policy
June 2025	HR Team	First Review of Policy
April 2026	Elders	Approval of Policy