



## **The Terraces**

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### **Grievance Procedure**

This process is applicable to residents of St Barnabas Terraces who have grievance with:

1. A resident in their household
2. A resident in another Terraces household

#### **Step 1 – Personal Approach**

If the person raising the issues feels comfortable, they should approach the resident whose behaviour is a concern and communicate in an appropriate way with them why their behaviour is of concern and ask them to stop.

If the person does not feel comfortable approaching the resident concerned, or they have tried this and it has not worked, move to step 2.

**Step 2 – Contact the Church wardens at [wardens@barneys.org.au](mailto:wardens@barneys.org.au)** clearly stating your concern and the steps that have been taken to resolve it.

The Church Wardens will discuss the grievance with you and work out next steps. These may involve but are not limited to:

- A Church Warden talking to the resident concerned
- A Church Warden facilitating a discussion between the person complaining and the resident concerned
- Further investigation by the Church Wardens and/or disciplinary action