

COMPLAINT POLICY
February 13, 2010

III. Governance Process

J. Complaint and Inquiry Process

Overview:

Any complaints or concerns the Church Board or its members receive will be addressed solely in relationship to Church Board policies. If the complaint is against a Board member, that member will have no part in the Board's deliberations to determine "*Is this incident a violation or potential violation of current Board Policy?*"

Deliberations and/or discussions will be conducted confidentially in Executive Session per *Robert's Rules*.¹ Each complaint received will initiate a "Complaint Process Log/Tracking Report" that will be completed to track the process and decisions made. The log will not contain specifics about complaints. The log will be made part of the Board's permanent record.

Matters not related to Board Policy will be addressed in accordance with the Church's *Covenant of Good Relations* and referred to the appropriate entity as described in the "Process for Bringing Forth Suggestions & Concerns or Complaints" (p. 5 of the Board's "Policy Governance and Accountability Overview" document).

Process Steps:

Upon receipt of a complaint, the Board or Board Member will request documentation in writing (using the Board's "Complaint Form") be submitted to the Board President:

- Complaint Forms will be confidential (only available to Board Members and Ministers).
- The initiator may request assistance from a Board Member.
- The written documentation may be given to a Board Member to submit to the Board President.
- If written documentation is received:
 - the Board President signs and dates the document upon receipt indicating "received by [Board President signature] on [date]" and
 - the documentation is reviewed at a confidential meeting of the Board's "Complaint Review Action Group (CRAG)"² within 28 calendar days after receipt of the written document. One CRAG member is identified to provide status updates (where in the process, what the next step will be, etc.) to the initiator.

¹ Per *Robert's Rules*:

- Those not a member of the Board may be invited to attend but are not *entitled* to attend.
- A motion to go into Executive Session is adopted by majority vote. Only members, special invitees, and such employees or staff members as the assembly or its rules may determine to be necessary are allowed to remain in the hall.
- A member can be punished under disciplinary procedure if s/he violates the secrecy of an executive session.
- Anyone else permitted to be present is honor-bound not to divulge anything that occurred.

² Complaint Review Action Group (CRAG): The Board President and two Board members appointed by the President to serve a one year term (July – June) comprise the CRAG. If a member of CRAG is the subject or issuer of the complaint, s/he may not participate in the review process. If multiple complaints are received, the President may establish additional review groups.

When the matter comes to the Complaint Review Action Group, the CRAG decides whether full Board action is required by asking “*Is this incident a violation or potential violation of current board policy?*”

- If the CRAG decides full board action is required and the matter is:
 - urgent, the Board President (a member of the CRAG) calls a special meeting of the Board within 28 calendar days and the Lead Minister³ is informed.
 - not urgent, the Board President (a member of the CRAG) places the item on the next meeting agenda and the Lead Minister³ is informed.
- If the CRAG decides full board action is not required because it is not a policy issue, Board action ceases or the issue is referred to the appropriate entity as described in the “Process for Bringing Forth Suggestions & Concerns or Complaints.” The designated CRAG member follows up with the initiator of the complaint within 28 calendar days. The Board President informs the Lead Minister³ of the incident.

If the matter comes before the full Board, the Board identifies the applicable policy by asking “*Which current Board policy has been violated?*”

- If there is applicable policy, the Board reviews this policy and asks the Lead Minister³ for his/her interpretation of this policy. If in the Board’s opinion, the Lead Minister’s interpretation:
 - Does not fall outside “any reasonable interpretation” of applicable Board policy, action ceases. The designated CRAG member follows up with the initiator of the complaint within 28 calendar days of Board action. Complaint Process Log/Tracking Report³ filed.
 - Does fall outside “any reasonable interpretation” of policy, the Board determines the degree of seriousness and takes appropriate action. The designated CRAG member follows up with the initiator of the complaint within 28 calendar days of Board action. Complaint Process Log/Tracking Report filed.
- If the Board determines there is not applicable Board policy to address the incident, the Board decides “*Should there be a policy on this issue*” or “*Does an existing policy need to be amended?*”
 - Amending existing policy or developing a new policy would require making the reported incident explicitly unacceptable in the future. There would also be a determination made if other action is required around the current incident. The designated CRAG member follows up with the initiator of the complaint within 28 calendar days of Board action. Complaint Process Log/Tracking Report filed.
 - If the Board decides not to amend existing policy or develop a new policy, action ceases. The designated CRAG member follows up with the initiator of the complaint within 28 calendar days of Board action. Complaint Process Log/Tracking Report is filed.

² Complaint Review Action Group (CRAG): The Board President and two Board members appointed by the President to serve a one year term (July – June) comprise the CRAG. If a member of CRAG is the subject or issuer of the complaint, s/he may not participate in the review process. If multiple complaints are received, the President may establish additional review groups.

³ The Associate Minister is informed if the Lead Minister is on vacation, study leave, or sabbatical.

FIRST UNITARIAN UNIVERSALIST CHURCH OF SAN DIEGO
Board of Trustees

FIRST UU BOARD POLICY COMPLAINT FORM
As of February 13, 2010

Complaint Process Overview
(From Board Policy III. Governance Process – J. Complaint and Inquiry Process)

Any complaints or concerns the Church Board or its members receive will be addressed solely in relationship to Church Board policies. If the complaint is against a Board member, that member will have no part in the Board's deliberations to determine "*Is this incident a violation or potential violation of current Board Policy?*"

Deliberations and/or discussions will be conducted confidentially in Executive Session per *Robert's Rules*.¹

Each complaint received will initiate a "Complaint Process/Tracking Report" that will be completed to track the process and decisions made. The log will not contain specifics about complaints. The log will be made part of the Board's permanent record.

Matters not related to Board Policy will be addressed in accordance with the Church's *Covenant of Good Relations* and referred to the appropriate entity as described in the "Process for Bringing Forth Suggestions & Concerns or Complaints" (p. 5 of the Board's "Policy Governance and Accountability Overview" document).

Instructions

- 1.) **If your concern is NOT about a Board Policy:** Please contact the appropriate individual/entity as described in the "Process for Bringing Forth Suggestions and Concerns" (p. 5 of the Board's "Policy Governance and Accountability Overview" document found at [insert web address] or available, upon request, in the church office.
- 2.) **Before completing the Complaint Form:** Please review the Board's Complaint Process Policy found at [insert web address] or available, upon request, in the church office.
- 3.) **After that review:** If you believe a Board Policy has been violated, please:
 - complete all the information requested on the Complaint Form and
 - submit the completed form to the Board President in person, faxed to the church office (619-298-9997) or placed in the Board box in the church office.

NOTE:

Your completed form is confidential. It will only be available to Board members and Ministers. In accordance with our Covenant of Good Relations and because the Board wishes to respond directly and make sure you are aware of actions taken, please complete all 4 sections of the Complaint Form.

**FIRST UNITARIAN UNIVERSALIST CHURCH OF SAN DIEGO
Board of Trustees**

BOARD POLICY CONFIDENTIAL COMPLAINT FORM

1.) **Name** _____ **Date** _____
(List additional names as appropriate)

2.) **Contact Information:**

- **Phone** _____
- **Email** _____
- **Alternate Contact Information** _____

3.) **Board Policy Violated** (Identify as best you can the specific Board Policy/Policies violated. To review Board Policies, please go to [insert web address] or the church office.)

4.) **Description of Incident/Issue** (Please describe your concerns and/or the incident or issue as completely as possible. Use as much space as you need. You may add additional pages or provide other types of documentation. Include names, dates, and other specific information. This will expedite the complaint review process. You will be contacted if additional information is needed prior to the Board implementing its review.)

For Board Use ONLY:

- **Received by:** (President's Signature & Date) _____
- **Complaint ID Tracking # Assigned** (church yr.-#; i.e. 0910-01) _____
- **Board Action** Was _____ Was NOT _____ taken on _____.
- **Current Policy** Was _____ Was NOT _____ violated.
- **Current Policy** Was _____ Was NOT _____ amended.
- **New Policy** Was _____ Was NOT _____ recommended/drafted.

FIRST UNITARIAN UNIVERSALIST CHURCH OF SAN DIEGO
Board of Trustees

FIRST UU COMPLAINT PROCESS LOG/TRACKING REPORT
As of February 13, 2010

Written Complaint Received & Signed by Board President (Date) _____

Complaint Tracking ID # (church year-#; i.e. 0910-01) _____

CRAG (Complaint Review Action Group) Actions (within 28 calendar days of above date):

CRAG Meeting & Complaint Discussion Date _____

CRAG Member Identified to Provide Status Updates to Initiator _____

CRAG Decision (Check 1 box ONLY & indicate date):

NOT a Board Policy Issue - Full Board Action NOT Required _____

Issue Referred to(Group/Person & Date)_____

▪ Full Board Action Required:

And URGENT (Special Meeting to be scheduled within 28 calendar days & Lead Minister¹ informed) _____

But NOT urgent (Item placed on next meeting agenda & Lead Minister¹ informed) _____

Board Actions:

Board Meeting & Complaint Discussion on (date) _____

Resolution/Final Decision Made on (date) _____

Board Decision (Check 1 decision box ONLY):

▪ NO Action To Be Taken:

No Policy Revision Needed

Not Outside “Any Reasonable Interpretation”

▪ ACTION To Be Taken:

Amend Existing Policy (Date policy amended) _____

Develop New Policy (Date new policy approved) _____

Appropriate to Seriousness of Actions Outside “Any Reasonable Interpretation”

Final Status Update Provided to Initiator on (date) _____

¹ The Associate Minister is informed if the Lead Minister is on vacation, study leave, or sabbatical.