

Reviewed by the Board on September 20, 2016

Member to Staff/Lay leader Complaint Process

We are so glad you are a leader in _____ area. It's important to know that we will have regular conversations to provide support throughout your leadership and talk through any concerns that you may have while in this role. And it is also important to remember that from time to time a conflict may arise. When conflicts arise, your supervisor will want to talk with you in order to help find solutions. The Executive Team* has created a process to ensure leaders receive the support they need from their supervisors.

A church member makes a complaint to a supervisor about a church employee or lay leader.

- a. Supervisor says, "I'm going to listen, take some notes and will look into the matter. Because we are a covenant-based community that calls us to direct conversation, I'm happy to work with you so you can have a direct conversation with the staff member or lay leader."
- b. If this isn't possible, the supervisor is limited in what they can do. And it will be important for the supervisor to share the name of the person making the complaint with the staff person/lay leader. Supervisor will then go to the employee/lay leader and offer a big picture view of the complaint and then say, "I would like to hear your point of view/experience of this situation." After listening, discuss next steps, including how and when the three of you (person making a complaint, lay leader and supervisor) will have a conversation.
- c. In the three-way meeting, the goal is constructive problem-solving about the situation with the supervisor in the role of facilitator. It's hoped that the conversation will come up with 'here's what will change' plans to help with resolution.
- d. If resolution cannot be found in this meeting, the next step may be to involve either a minister or someone from the Good Relations committee.

Regardless of how the process unfolds, we expect that you will engage in this process without retaliation and return to good relations.

*The Executive team is an advisory group to the Lead Minister, especially around personnel issues.