

Appendix A

RESOLUTION OF GRIEVANCES FROM CONGREGATIONAL LEADERS

As is delineated in the Executive Team Limitations Policies:

With respect to interactions with District ministers or congregational leaders, the Executive Team will not cause or allow conditions, procedures, or decisions which are unsafe, discriminatory, undignified, or unnecessarily intrusive.

Further, without limiting the scope of the foregoing by this enumeration, the Executive Team will not:

1. Fail to use methods of collecting, reviewing, communicating, or storing information that protect against improper access.
2. Fail to establish a clear understanding of what may and what may not be expected from any service offered.
3. Fail to provide a way to be heard for persons who believe they have not been accorded a reasonable interpretation of their protections under this policy.

Effective communication is essential for productive working relationships between staff and congregational leaders. To that end, congregational leaders are encouraged to discuss any concerns about the work of staff or suggestions for improving operations in the following manner:

The congregational leader should present any concern or grievance to the staff member or adjunct staff volunteer working with their congregation and together discuss the problem, applicable rules or policies, and possible resolution.

If discussion with the staff member does not resolve the matter to the congregational leader's satisfaction, the congregational leader should submit the complaint or grievance in writing to an executive team member who shall gather the evidence necessary to complete an investigation. The executive team member may interview the congregational leader and staff involved, involve an appropriate committee, or appoint an ad hoc committee to advise him/her. The executive team member shall then recommend a resolution of the problem to the congregational leader and staff member or adjunct staff volunteer.

If the executive team member's recommendation does not resolve the matter to the congregational leader's satisfaction, or if the staff member working with the congregational leader is an executive team member, the congregational leader may then seek a review by the governing board. The resolution recommended by the board will be binding upon the staff member or adjunct staff volunteer.