

## APPENDIX 1.3

### **COMPLAINT RESOLUTION PROCESS POLICY (A policy to settle disputes and resolve conflict)**

Principle – Grace United Church Council and its Committees take complaints seriously. It is hoped that problems when they develop can be resolved by the parties affected without the need for formal intervention by a third party. If that option does not appear likely, a formal process could be launched.

The formal process begins with the receipt of the complaint in writing. All complaints received by mail or hand delivered WILL be investigated within 10 days of their receipt. For the complaint to be investigated beyond the data verification stage, the submission must be:

- Forwarded in writing that is legible and signed
- Be signed by a person known to one of the committee members.

Timing – Prior to making a complaint, the complainant can obtain from the office, copies of the current position descriptions of Grace United Church staff and/or the terms of reference for duly constituted committees of Council, or Ad-Hoc Committees.

In the process the complainant is identified as A, and the recipient is identified as B. Figure 1 shows the steps in the process.

#### PROCESS STEPS

Step 1 – A submits a complaint to B that is in writing and signed by A. A & B then endeavor to eliminate the problems. If A & B are not successful, the complaint and documented meeting minutes are forwarded to Step #2.

Step #2 – The complaint is forwarded to the committee(s) most responsible in the area of concern. The committee(s) will attempt to mediate the complaint. The discussion is to be documented. If no solution is reached, the complaint along with the documentation goes to Step #3.

Step #3 – The chair of the Ministry and Personnel Committee receives the complaint from A along with the accumulated documentation. The M & P Committee will develop a process using applicable United Church of Canada (UCC) resources to address the complaint. If no solution is reached, the complaint is forwarded to Step #4.

Step #4 – Grace United Church Council receives the complaint along with all documentation for action if all steps 1 to 3 have been explored. If no solution is reached, Council has the option of forwarding the complaint and documentation to Lambton Presbytery for Action.

Reference: A Handbook for Ministry and Personnel Committee. 2003. United Church of Canada.  
Pages 12, 15, 16

Figure 1. Grace United Church Conflict Resolution Process

