POLICY NAME: Raising Concerns and Resolving Differences

1. Purpose

1.1. This policy is primarily intended to provide guidance to congregants regarding appropriate ways to raise concerns or provide comment about staff members at DLUC.

2. Scope

2.1. The policy applies to all DLUC congregants, committee members and staff members.

3. Policy Statement

3.1. In conducting the business of DLUC, the congregation will raise concerns and resolve any differences of opinion through meaningful respectful discussion and communication seeking positive, constructive solutions without confrontation or hostility. Compromise may be required.

3.2. Where the differences of opinion exist between congregants, they are encouraged to meet and seek solutions. Should the matter be unresolved, the parties may request the participation of a DLUC congregant. If the matter is still unresolved, the parties may write letters to the Board outlining the matter and requesting mediation.

3.3. Where the difference involves matters of concern with a Staff member of DLUC, the following procedure shall be used:

3.3.1. The person who raised the concern will communicate directly with the specific Staff person involved.

3.3.2. Should the issue be unresolved, a member of the Ministry and Personnel Committee may be asked to coordinate discussion of the concern with the parties involved. The Chair of the Board shall be informed.

3.3.3. Should the issue still be unresolved, a member of the Ministry and Personnel Committee will act on behalf of the person who raised the concern using their name and outlining the specific concern. The Chair of the Board shall be informed.

3.4. Issues of harassment, including sexual harassment are very serious and should be raised immediately with any Ministry and Personnel Committee member.

3.5. A pamphlet: *Raising Concerns and Resolving Differences*, developed and maintained by the Ministry and Personnel Committee is available at the church office to provide additional information and explanation to the congregation.

4. Definitions

4.1. **Business:** the organizational actions, activities and behaviours that occur to carry out the Mission of DLUC.

4.2. **Congregant:** Any individual (either full member or adherent) who attends DLUC.

4.3. **DLUC:** Deer Lake United Church

5. Responsibility / Owner

5.1. The Chair of the Ministry and Personnel Committee is responsible for this policy and the pamphlet describing examples and outlining procedures.

6. Legislative Context / External References

6.1. United Church Policy on Harassment?

7. Associated Documents / Internal References

7.1. MPE001 Ministry and Personnel Committee.

7.2. Mission Statement of DLUC

7.3. Pamphlet: *Raising Concerns and Resolving Differences*