

Personnel Concern Summary

Your name _____

Name the person this concerns _____

Briefly describe the steps you have taken to resolve and communicate this concern with the party(ies) involved:

What have the two of you agreed to?

What remains to be resolved?

State your concern as a need. (It is very important to be concise in this statement. That will provide clarity for the Pastoral Elders.)

I need....

Please return this form to your Pastoral Elder who will bring it to the attention of the Pastoral Elders if adequate information is provided.

Policy Concern Summary

Your name _____

The policy which causes concern _____

Briefly describe your concern and the steps you have taken to resolve and communicate this concern with your Pastoral Elder.

What have the two of you agreed to?

What remains to be resolved?

State your concern as a need. (It is very important to be concise in this statement. That will provide clarity for the Pastoral Elders.)

I need....

Please return this form to your Pastoral Elder who will bring it to the attention of the Pastoral Elders if adequate information is provided.

Complaint Procedure Process Regarding Personnel

1. When you are approached: Encourage the person to take time to discern God's will in the situation. Encourage them to then go directly to the person involved in order to work it out.
2. Check back with them in a couple of days to see how it went. If it still is not resolved after a face to face meeting, ask them to fill out a complaint form. Pray with them and follow it up with a note.
3. Contact the Pastor and request that the concern be put on the agenda of the next Pastoral Elders meeting. Make copies of the complaint form to take to the meeting.
4. At the meeting, read through the summary silently. Encourage elders to read responsively not reactively (see explanation below). Allow five minutes for personal reflection. Encourage elders to write down ideas and listen to God's direction.
5. Practice mutual invitation (see explanation below) for the first round of discussion.
6. Begin a discussion and make a list of one more of the following: How can we help? What are the possible solutions for this concern?
7. Agree on the next steps the Pastoral Elders will take. Then assign responsibilities.
8. Review the meeting and ask if there is anything that needs to remain confidential or what might be able to be communicated to the congregation.

To read "responsively" means reading to seek connections, deepen awareness and look for solutions. (Reactive reading tends to be defensive, easily hurt or angered and looks to find where the blame can be placed.)

The goal of Mutual Invitation is to encourage participation from all people in a group. The first person shares their point of view. No comments are allowed from the group. They then invite the next person to share. That person may share (or not) but in either case they still get to invite the next person to share. Continue to do this until all have had a chance to share/invite (or just invite) and then open up the conversation to let people respond and discuss.

Complaint Procedure Process for Policy Issues

1. When you are approached: Encourage the person to take time to discern God's will in the situation.
2. Check back with the person in a few days. If the person still has a concern ask them to fill out a complaint form. Pray with them and follow it up with a note.
3. Contact the Pastor and request that the concern be put on the agenda of the next Pastoral Elders meeting. Make copies of the complaint form to take to the meeting.
4. At the meeting, read through the summary silently. Encourage elders to read responsively not reactively (see explanation below). Allow five minutes for personal reflection. Encourage elders to write down ideas and listen to God's direction.
5. Practice mutual invitation (see explanation below) for the first round of discussion.
6. Begin a discussion and make a list of one more of the following: How can we help? What are the possible solutions for this concern?
7. Agree on the next steps the Pastoral Elders will take. Then assign responsibilities.
8. Review the meeting and ask if there is anything that needs to remain confidential or what might be able to be communicated to the congregation.

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