



<b>Title: Grievance</b>
<b>Policy #: 33</b>
<b>EXPIRES: When Replaced</b>
<b>ISSUED BY: Church Council</b>
<b>SIGNED:</b>

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## 1 History

VERSION	DATE APPROVED	UPDATED BY	PURPOSE FOR CREATION/UPDATE
1.0	4/21/15	S. TRAKEL	TO DEVELOP A PROCESS FOR HANDLING GRIEVANCES

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## 2 Scope

This policy is part of St. Paul Lutheran Church's organizational policies. This policy applies to all congregation members, lay leaders, church staff, volunteers or anyone else who may come in contact with one of our areas of ministry.

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## 3 Policy

If someone feels that an action, either verbal or physical, taken against them is inappropriate, they may have it reviewed through St. Paul Lutheran Church's problem solving procedure.

Before implementing the problem solving procedure, the individual should discuss the problem with the ministry leader if possible. If the individual is not satisfied with the ministry leader's response, the issue should follow the procedure described below. Individuals are encouraged to use these various steps without fear of retaliation as this is an accepted part of St. Paul Lutheran Church practices.

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## 4 Procedure

- The individual must submit a written statement of the problem within seven days of the event to the Director of Church Administration, the Senior Pastor or the Congregation President.
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- Within seven days from receipt of the written statement of the problem, the Director, Senior Pastor or President will arrange a meeting with the individual and any other parties involved in the situation.
- If the individual is not satisfied with the decision of the Director of Church Administration, the Senior Pastor or the Congregation President, the individual must request the issue be handled by the Personnel Team.
- The Personnel Team will conduct investigations and interview persons if the Team determines that investigations and interviews are necessary or helpful.
- The individual will be invited to present his/her grievance in person.
- After all facts presented are evaluated, the Team will make its decision based upon a majority vote of the members.

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## **5 Forms**