



Conflict/Grievance Policy

Introduction:

At times, issues or grievances may arise between individuals or groups. We at CFBC agree to work towards resolution based on the teachings in Matthew 18:15-18.

Scope of the Policy:

This policy applies to all situations where disagreements, grievances, complaints or hurts are being dealt with between people or groups of people within the church that are not specifically dealt with in the Bullying or Code of Conduct Policies.

The offended person/party will:

1. As clearly as possible identify the specifics of the issue you have. Ask for a meeting with the person to discuss the issue directly. This should happen within 1 week or sooner of discovery of the issue. If, after you have made an attempt to discuss the matter directly, you do not feel that you have been heard and are unsatisfied with the outcome then please proceed to #2.
2. Write down your formal complaint/grievance, give a copy to the person, and arrange another meeting to discuss the issue after they have had an opportunity to read and digest the written complaint/grievance. This should happen within 1 week or sooner of the first meeting. If, after this second meeting, you have no feeling of positive progress towards resolution please proceed to #3.
3. Take your written complaint/grievance to the Chair of the Leadership Team and ask that they accompany you to third meeting with the person. The party you ask to accompany you could also be another Deacon if you so choose and the Chair of the Leadership Team agrees. This should happen within 1 week or sooner of the second meeting. If, after this third meeting, you have no feeling of positive resolution, please proceed to #4.
4. Ask the Chair of the Leadership Team to share the documents with the entire Leadership Team and ask for a meeting with the whole Team and the person with whom you have the complaint /grievance. This should happen within 2 weeks after the 3rd meeting if at all possible. The Leadership Team will hear from all parties and take whatever steps they deem necessary to come to a resolution. The Leadership Team's decision on the matter will be final.