

GRIEVANCE PROCEDURE

*This Procedure is supported by the Diocesan Power and Trust Protocol 2010
and the Church Volunteer Protocol 2013*

PURPOSE

To state a clear and fair process for all Leaders – Clergy & Lay, parishioners and other relevant stakeholders to raise and settle a grievance¹ which arises against another member of the St. Catharine's community.

SCOPE

This procedure applies to all Leaders Clergy and Lay, parishioners and other relevant stakeholders.

VALUES UNDERPINNING THIS PROCEDURE

The core Biblical values that support this process are:

- Truth-telling (Ephesians 4:15,25)
- Justice-seeking (Micah 6:8)
- Grace-giving (Colossians 3:13)
- Peace-making (Matthew 5:9, Ephesians 4:2-3)

The overall process is outlined in Matt 18:15-20 where Jesus indicates both God's presence in the process of resolution and also the significance which God places on the outcome reached.

¹ For issues relating to abuse, harassment and other misconduct with the Church please refer to the Professional Standards Act 2009. Contact 1800 135 246 for a Professional Standards matter.

PROCEDURE

STEPS		RESPONSIBILITY	COMMENTS
1.	Reflect – The complainant must reflect on the incident and determine the seriousness of it. Where possible complainants are encouraged to try to settle any grievance directly with the person(s) concerned. This should be done as quickly as possible.	Complainant	
2.	Seek Counsel – If you are undecided as to how to progress speak to another member of the leadership team who is uninvolved or to a member of the congregation. Pray on it.	Complainant	
3.	Formal discussion – If necessary escalate the grievance by speaking to the other party in the presence of an independent third party – a Leader within St. Catharine's.	Complainant, Leader and Respondent	
4	Mediation – Should the problem remain unresolved, a member of the leadership team would engage a professional counsellor or mediator to help the parties to seek resolution. ²	Leader	

² The Parish Governance Act 2013 makes provisions for this if the grievance relates to a Parish Council matter.