

# UNITY CHURCH-UNITARIAN GOVERNING POLICIES

## III: Governance Process

### Policy F: Complaint Procedure

A Board member receives a complaint.

- If the Board member is confident that the incident is not a violation of current Board policy and/or no new policy is required to cover the incident in the future, the matter is dropped. The Board member follows up w/ person who brought the complaint within 20 working days and informs the ET about the nature of the incident. If person bringing complaint not satisfied they are informed they can submit claim in writing to Board Chair.
- If on the other hand, the Board member is not confident about the incident and how it relates to Board policy the Board member asks the person to put the incident/complaint in writing. If a written document is received the matter is brought to the Board GRIEVANCE TEAM\* (GT) within 20 working days after receipt of the written document.

If the matter comes to the GRIEVANCE TEAM, the GT decides whether full Board action is required.

- If the GT decides full board action is required and that the matter is urgent, the Board Chair (a member of the GT) calls a special meeting of the Board within 20 working days and the ET is informed.
- If the GT decides full board action is required but that the matter is not urgent, the Board Chair (a member of the GT) places item on the next meeting agenda; the Board chair informs the ET about the incident.
- If the GT decides full board action is not required the matter is dropped. Board member receiving complaint (a member of the GT) follows up with person who brought complaint within 20 working days. Board Chair informs ET of incident.

If the matter comes before the full Board, the Board determines if there is applicable policy.

- If there is applicable policy the Board reviews this policy and asks the ET for their interpretation of this policy.
  - If in the Board's opinion the ET's interpretation does not fall outside "any reasonable interpretation" of applicable Board policy the matter is dropped. Board follows up with member who brought the complaint within 20 working days of Board action. Grievance Resolution Report\*\* filed.

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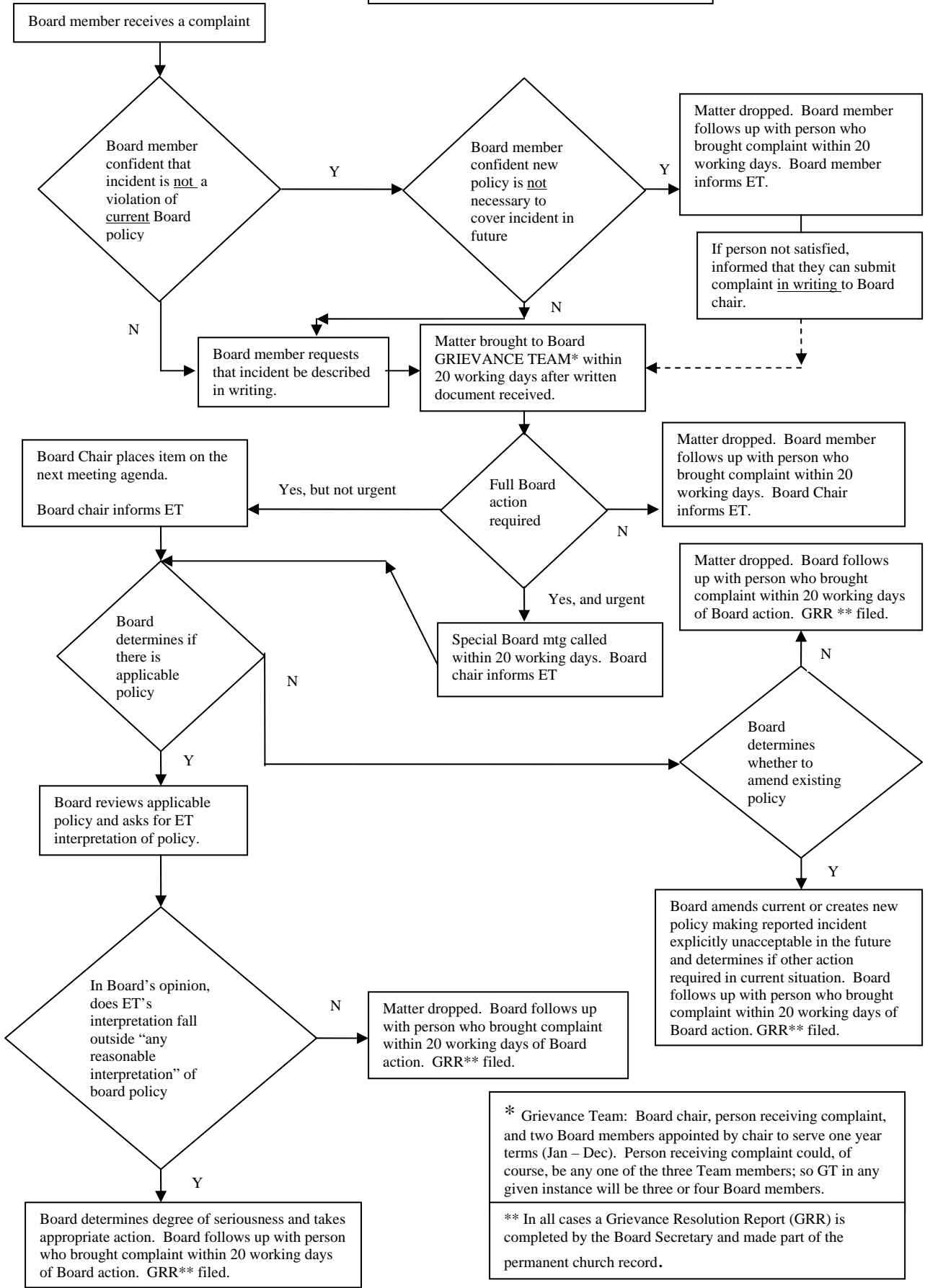
- If in the Board's opinion the ET's interpretation does fall outside "any reasonable interpretation" of policy, the Board determines the degree of seriousness and takes appropriate action. Board follows up with member who brought the complaint within 20 working days of Board action. Grievance Resolution Report\*\* filed.
- If the Board determines that there is not applicable Board policy applicable to address the incident, the Board decides whether to amend existing policy.
  - Amending existing policy would require making the reported incident explicitly unacceptable in the future. There would also be a determination made if other action is required around the current incident. Board follows up with member who brought the complaint within 20 working days of Board action. Grievance Resolution Report\*\* filed.
  - If the Board decides not to amend existing policy the matter is dropped. Board follows up with member who brought the complaint within 20 working days of Board action. Grievance Resolution Report\*\* filed.

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\* Grievance Team: Board chair, person receiving complaint, and two Board members appointed by chair to serve one year terms (Jan – Dec). Person receiving complaint could, of course, be any one of the three Team members; so GT in any given instance will be three or four Board members.

\*\* In all cases a Grievance Resolution Report (GRR) is completed by the Board Secretary and made part of the permanent church record.

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