

UNITY CHURCH-UNITARIAN GOVERNING POLICIES

III: Governance Process

Policy G: 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 closed. The Board member follows up with the person who brought the complaint (the complainant) within 20 working days and informs the Executive Leadership (EL) about the nature of the incident. If the complainant is not satisfied, the Board is informed the complainant may submit their claim in writing to the Board Chair.
- If the Board member is not confident about how the incident relates to Board policy, the Board member asks the complainant 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 complaint.

If the matter comes to the GT, it 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 EL 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 the item on the next meeting agenda; the Board chair informs the EL about the incident.
- If the GT decides full Board action is not required, the matter is closed. The Board member who received the complaint (a member of the GT) follows up with the complainant within 20 working days. The Board Chair informs the EL of the 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 EL for their interpretation of the policy.
 - If, in the Board's opinion, the EL's interpretation does not fall outside "any reasonable interpretation" of applicable Board policy the matter is closed. The Board member who received the complaint follows up the complainant within 20 working days of the Board action. A Grievance Resolution Report** is filed.

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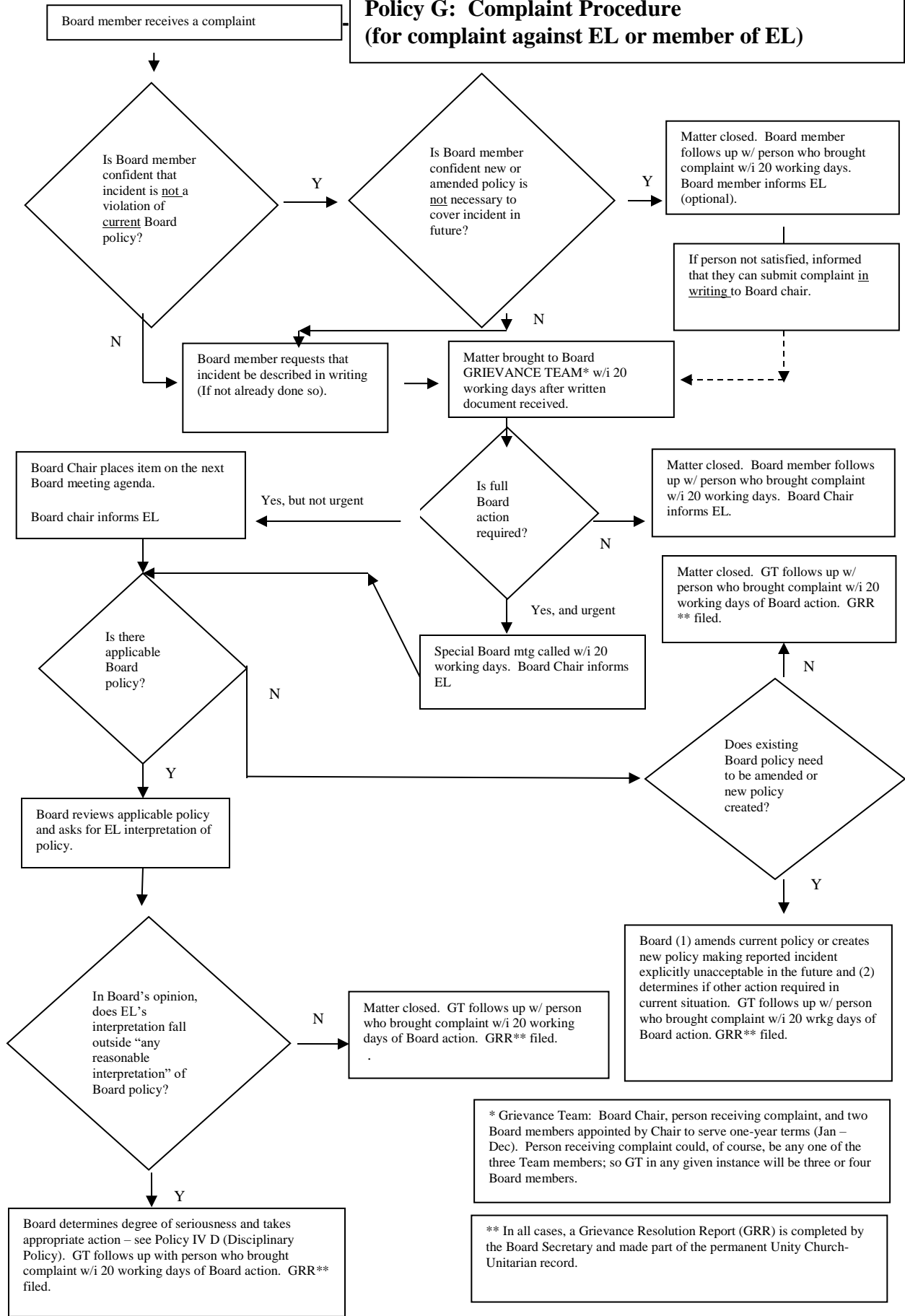
- If, in the Board’s opinion, the EL’s interpretation does fall outside “any reasonable interpretation” of policy, the Board determines the degree of seriousness and takes appropriate action. The Board member who received the complaint follows up with the complainant within 20 working days of the Board action. A Grievance Resolution Report** is filed.
- If the Board determines that there is no Board policy applicable to address the incident, the Board decides whether to amend existing policy.
 - If existing policy is amended, the reported incident will be made explicitly unacceptable in the future. The Board must also make a determination of whether other action is required as to the incident. The Board member who received the complaint will follow up with the complainant within 20 working days of the Board action. A Grievance Resolution Report** is filed.
 - If the Board decides not to amend existing policy, the matter is closed. The Board member who received the complaint will follow up with the complainant within 20 working days of the Board action. A Grievance Resolution Report** is filed.

* Grievance Team: Board Chair, Board member who received the complaint, and two Board members appointed by the Chair to serve one-year terms (Jan – Dec). The Board member who received the complaint could be any one of the three Team members; the GT in any given instance will consist of 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 record of Unity Church-Unitarian.

Amended November 14, 2015, March 11, 2017, May 13, 2017, November 10, 2018

**III: Governance Process
Policy G: Complaint Procedure
(for complaint against EL or member of EL)**



* 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 Unity Church-Unitarian record.