RESOLVING GRIEVANCES

Policy

It is the intention of Unitarian Universalist Congregation of Asheville staff and lay leadership that miscommunications and grievances be addressed as quickly as possible. Relationships, possible conflicts and steps to address these conflicts are defined in various documents, as outlined below.

CONGREGANTS to CONGREGANTS

Relationship issues between congregants are addressed by the *Healthy Congregation Policy*.

CONGREGANTS to STAFF

Relationship issues between congregants and staff members are addressed here:

> The congregant should present any complaint or grievance directly to the staff member to discuss the problem and possible resolution.
>
> If discussion with the employee does not resolve the matter to the congregant's satisfaction, the congregant should submit the complaint or grievance in writing to the staff member's supervisor, who shall gather the evidence necessary to complete an investigation. The supervisor may interview the congregant and/or appoint an ad hoc committee to advise him/her. The supervisor, in concert with the Executive (lead minister), shall then recommend a resolution of the problem to the staff member and congregant.
>
> If the report or complaint involves the lead minister, the congregant may present the complaint or grievance to the president of the congregation after directly addressing the lead minister to discuss the problem and possible resolution. The president will then follow the same process as the supervisor's above
>
> The resolution recommended by the Executive/supervisor or the president will be binding upon the staff member and congregant.

CONGREGANTS to BOARD

Relationship issues between congregants and board members are addressed by the *UUCA Bylaws* and the *Governance Document*. The nature of the complaint and the parties involved will determine which document should be used for resolution.

STAFF to STAFF

Relationship issues between staff members are addressed by the *Personnel Manual*.

STAFF to BOARD

Relationship issues between board members and staff are addressed by the *Personnel Manual*, the *Governance Document*, and the *UUCA Bylaws*. The nature of the complaint and the parties involved will determine which document should be used for resolution.

BOARD to BOARD

Relationship issues between board members are addressed by the *Governance Document* and the *UUCA Bylaws*.

Revision History	
Responsible Staff Member: Director of Administration	
Date	**Description of revision**
February 2016	Created
December 2018	Changed reference to Healthy Congregation policy; added Sexual Abuse language.