

# Grievance Resolution Flow Chart

## About

- CoastEC encourages, wherever possible, that you resolve a challenge/conflict directly with person/s concerned, before a formal grievance is lodged.
- This may settle the issue in the easiest manner possible, in the church fellowship

## Step 1

- You identify a grievance issue and where possible, endeavour to resolve the problem directly with the person concerned.
- If this is not possible, or after speaking to the person concerned the issue is not resolved you may complete a **Grievance Notification Form**
- Then give the grievance form to the **Staff Member** responsible for the ministry.
- If your **Staff Member** is the person with whom you have the grievance, give the grievance form to the next person in the organisational structure ie **The Focus & Purpose Pastor**.

### Is the issue resolved to your satisfaction?

- IF YES! - Both you and the **Staff Member** complete a **Grievance Resolution Form** - grievance is finalised
- IF NO! - Move Down to Step 2

## Step 2

- You inform the **Staff Member above** of your dissatisfaction and notify them that you will be lodging the grievance with the next person in the organisational structure i.e. **The Focus & Purpose Pastor**.
- You can then organise to meet with **The Focus & Purpose Pastor** and raise the grievance with them.

### Is the issue resolved to your satisfaction?

- IF YES! - Both you and **The Focus & Purpose Pastor** complete a **Grievance Resolution Form** - grievance is finalised
- IF NO! - Move Down to Step 3

## Step 3

- You inform the **The Focus & Purpose Pastor** of your dissatisfaction and notify them that you will be lodging the grievance with the next person in the organisational structure i.e. **The Lead Pastor**
- You can then organise to meet with **The Lead Pastor** and raise the grievance with him.

### Is the issue resolved to your satisfaction?

- IF YES! - Both you and **The Lead Pastor** complete a **Grievance Resolution Form** - grievance is finalised
- IF NO! - Move Down to Step 4

## Step 4

- You inform **The Lead Pastor** of your dissatisfaction and notify them that you will be lodging the grievance with **The Admin Team** or an external body/board.
- You can then organise to meet with **The Admin Team** and raise the grievance with them.

**Is the issue resolved to your satisfaction?**

- IF YES! Both you and **The Admin Team** complete a **Grievance Resolution Form** - grievance is finalised
- IF NO! - Move Down to Step 5

## **Step 5**

- You inform **The Admin Team** of your dissatisfaction and notify them that you will be lodging the grievance with CoastEC's External **Review Panel**.
- You can then organise to meet with **a member of the Review Panel** and raise the grievance with them.

**Is the issue resolved to your satisfaction?**

- IF YES! Both you and **The Member of the Review Panel** complete **Grievance Resolution Form** - grievance is finalised
- IF NO! - Move Down to Step 6

## **Step 6**

- You can advise **Review Panel** of your dissatisfaction and notify them that you will be lodging the grievance with an external body/board.