

ANGLICAN DIOCESE OF GRAFTON

Grievance Process

Whenever a member of our community believes that the ideals expressed in the Code of Conduct have been breached by another, we will seek resolution through processes enacted in a spirit of:

fairness

mutual understanding

loving reconciliation

repentance and forgiveness

The person who feels they have a grievance approaches the Ministry Unit contact person.

* Where possible, the contact person offers advice and/or assistance, within their capabilities, to resolve issues informally & confidentially. Where the contact person needs to speak to others in order to resolve the issue, the complaint cannot remain anonymous and therefore, all parties spoken to will be counselled to keep the matter confidential.

* Where this is inappropriate or unsuccessful, the contact person explains the formal grievance process and offers to assist with initiating this process.

* Matters of professional misconduct (as defined in the Faithfulness in Service document) or illegal behaviour are to be referred to appropriate *authorities*.

The formal grievance process is as follows:

* The person making the complaint signs a written statement of what the grievance is. The contact person may assist with the writing of the statement, where the complainant is unable to do so. **No anonymous complaints will be acted upon.**

* This signed, completed statement is forwarded to the Diocesan Archdeacon.

* The Diocesan Archdeacon will then provide written acknowledgement to the complainant that the statement has been received. The Diocesan Archdeacon formally notifies the respondent that the Grievance Process has been activated and invites them to reply. The Diocesan Archdeacon assigns support people to the complainant and to the respondent.

* The Diocesan Archdeacon advises the Bishop that the Grievance Policy has been activated.

* The Complainant and Respondent are each contacted by their assigned support person to discuss the situation.

* The Diocesan Archdeacon and support people together decide on a resolution strategy. This may include discussions with all parties, or professional mediation.

* The Diocesan Archdeacon keeps a written record of each step of the resolution process, which is held confidentially by the Diocese once the situation is resolved.

