

## Faith United Methodist Church of Orland Park

### SPPRC Complaint Procedure Process

1. When a SPPRC member is approached with a concern involving staff, encourage the person(s) to take time to discern God's will in situation and to then go directly to the party involved in order to work it out. The SPPRC member will inform the person(s) that the SPPRC chairperson or pastor(s) will be notified of the concern.
2. The SPPRC member will ask the person(s) to get back to them after the meeting or say "I'll be checking back with you in a couple of days to see how it went." Pray with them and follow it up with a note.
3. If the conflict is not resolved after the face to face meeting, then it is appropriate to bring the concern to be presented at the SPPRC meeting. (Attachment)
4. Contact the SPPRC chairperson and the pastor and request that the concern be put on the agenda of the next meeting.
5. The SPPRC chairperson will make copies of the summary available at the meeting.
6. The agenda item will be discussed at the next scheduled SPPRC meeting.
7. Agree on the next action steps the SPPRC will take making sure they are time-based.
8. Assign responsibilities and note any necessary follow-up.

## SPPRC CONCERN SUMMARY

Your Name \_\_\_\_\_

Name of the Staff Person this Concerns \_\_\_\_\_

**Briefly describe the steps you have taken to resolve and communicate this concern with the party(ies) involved:**

**What have the two of you agreed to?**

**What remains to be resolved?**

**State your concern as a need.** (it is very important to be concise in this statement. The will provide clarity for the committee)

I need.....