

Faith United Methodist Church Orland Park

S/PPRC Complaint Procedure Process

1. When a S/PPRC member is approached with a concern involving staff, encourage the person(s) to take time to discern God's will in the 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 S/PPRC 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 the S/PPRC. Ask the person to complete a summary of the concern to be presented at the S/PPRC meeting. (Attachment)
4. Contact the S/PPRC chairperson and the pastor and request that the concern be put on the agenda of the next meeting.
5. The S/PPRC chairperson will make copies of the summary available at the meeting.
6. The agenda item will be discussed at the next scheduled S/PPRC meeting.
7. Agree on the next action steps the S/PPRC will take making sure they are time-based.
8. Assign responsibilities and note any necessary follow-up.

Adopted July 2016

S/PPRC CONCERN SUMMARY

Your Name _____

Name 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. That will provide clarity for the committee)

I need.....