
ALL SOULS

Since 1819 - A congregation of open minds and hearts

Memo

From: Susan Lambiase, Executive Director
Re: Staff Grievance Policy
Date: November 5, 2013

Effective communication is essential for productive working relationships between All Souls staff and congregational members/friends. To that end, congregational member/friends are encouraged to discuss any concerns about the work of staff or suggestions for improving operations in the following manner:

1. The All Souls congregational member/friend should present any concern or grievance to the staff member/friend or adjunct staff volunteer and together discuss the problem, applicable rules or policies, and possible resolution.
2. If discussion with the All Souls staff member/friend does not resolve the matter to the congregational member's/friend's satisfaction, the congregational member/friend should submit the complaint or grievance to the All Souls staff supervisor of the staff member/friend or adjunct staff volunteer, who shall gather the evidence necessary to complete an investigation. The supervisor shall then recommend a resolution of the problem to the congregational member/friend and staff member or adjunct staff volunteer.
3. If discussion with the All Souls staff supervisor does not resolve the matter to the congregational member's/friend's satisfaction, the congregational member/friend should submit the complaint or grievance to the Executive Director or Senior Minister, who shall gather the evidence necessary to complete an investigation. The Executive Director or Senior Minister may interview the congregational member/friend and staff involved, involve an appropriate committee, or appoint an ad hoc committee to advise him/her. The Executive Director or Senior Minister shall then present a resolution of the problem to the congregational member/friend and staff member or adjunct staff volunteer.
4. If the Executive Director or Senior Minister's recommendation does not resolve the matter to the congregational member/friend's satisfaction, or if the staff member working with the congregational member/friend is the Executive Director or Senior Minister, the congregational member/friend may then seek a review of the issue by the President of the All Souls Board of Trustees. The resolution recommended by the President will be considered by the Executive Director or Senior Minister, whoever is not the subject of the matter, before he or she makes a final decision.

In addition to the yearly reminder of these procedures, the Executive Director or Senior Minister and other volunteers working with congregational leaders should apprise same of these procedures if a conflicted situation develops.