

PROCEDURE FOR CONGREGATIONAL GRIEVANCES
First Presbyterian Church of Petaluma

1. The person with a complaint meets directly with the alleged responsible party or commission chair, privately, face-to-face. Either participant may request a neutral third party. During this time complaints should be shared only with individuals who are directly involved in the complaint. If the situation is not resolved as a result of this meeting, proceed to item #2.
2. The person with a complaint meets with the alleged responsible party or commission chair, in the company of an elder currently serving on Session, for mediation. Other individuals who may be able to contribute constructive information to the discussion may be present. If the situation is not resolved as a result of this meeting, proceed to item #3.
3. The person with a complaint documents his/her complaint and forwards it to the Personnel Commission. The written complaint shall include:
 - a. The date of the action or incident.
 - b. The details of the incident/action.
 - c. Brief summary of the steps taken to resolve the complaint.
 - d. Corrective action sought by the person with a complaint.
4. The complaint shall be discussed by the Personnel Commission who will decide how to proceed. The Personnel Commission or a member of the commission shall meet with the person with a complaint to discuss and/or provide a resolution. The complaint shall be shared only with individuals needed to resolve the complaint.
5. The Personnel Commission shall provide the person with a complaint with their decision in writing. If the resolution is satisfactory, the person with a complaint will inform the Personnel Commission of this in writing. If the person with a complaint is not satisfied with the Personnel Commission's decision, he/she will proceed to item #6.
6. The person with a complaint shall send a written request to Session appealing the Personnel Commission's decision. This request shall include the reasons the person with a complaint is unsatisfied with this decision, the corrective action sought by the person with a complaint, and any other pertinent information. Attached to this document the person with a complaint shall provide the original written complaint submitted to the Personnel Commission and the Personnel Commission's written decision.
7. Session shall respond in 30 days and their decision is final.

Approved by Session, April 15, 2010