

## Pebble Hill Church Due Process Protocol

Within a community, it is recognized that conflicts may emerge at times, therefore, it is essential that a due process for addressing conflicts is employed to ensure the safety and sovereignty of each individual.

The following is the Council endorsed due process protocol for addressing conflicts, and registering of complaints and grievances in the Pebble Hill Church Community:

In the event that an individual in the Pebble Hill Community has a complaint or a grievance against another member of the community, it is recommended that mediation or a clearing process is utilized as a first option to attempt to resolve the conflict as stated in the Pebble Hill Conflict Resolution Procedure. An individual may contact Council for a list of individuals trained in mediation or clearing process.

In the event, that an individual has either worked with mediation or a clearing process and still feels the conflict is not resolved; or does not wish to use mediation or a clearing process, the individual may bring their complaint to the attention of Council for resolution. The individual filing the complaint should proceed with the following:

Maintain the confidentiality and privacy of all parties. All efforts should be made to addressing this privately to the Council President and Vice President. Individuals are discouraged from making public statements about another individual and should refrain from defaming the other person's character.

The individual registering a complaint should present the facts regarding an incident that occurred pertaining to the incident. The following are the instructions regarding the filing of a complaint:

"Describe the **nature of the problem** (the concerns that led you to file your complaint), including all **specific facts** relating to the disagreement or conflict and your proposed solution. Attach additional pages or documents as necessary. The other party will be informed of your complaint and will be requested to respond in kind".

Council will review both your report and that of the other party and get back to you with a response following a review of all the facts from both parties that pertain to the incident.

This protocol has been approved by Council as stated and shall be in effect from hereon.