



St. Paul's – St. James' – Holy Trinity

# **Parish of Bushey**

## **Formal Problem Solving Procedure**

Parish Office, Church House, High Street, Bushey, Hertfordshire, WD23 1BD  
Email [office@busheyparish.org](mailto:office@busheyparish.org) Phone 0208 421 8192 Registered Charity 1130540

## **Parish of Bushey Formal Problem Solving Procedure**

All members of the St James's, St Paul's and Holy Trinity church communities are crucial to the life of our Parish. We rely on all members giving their talents and skills freely to the benefit of the wider church community. Generally this works well for the individual and the teams in which they work. Very occasionally things can go wrong and need to be resolved.

The Parish of Bushey believes that clear, open and fair procedures for solving problems are necessary for the sake of all members of the organisation and are consistent with our Christian ethos. It is hoped that by offering all members of the churches of Bushey Parish effective support, most issues and problems that arise can be resolved informally, both swiftly and fairly. Should that not be possible, the following procedures can be used to ensure that matters are dealt with fairly and transparently for all involved.

### **Stage 1 – Verbal stage**

If anyone, including Clergy, Churchwardens volunteers or parishioners wishes to raise a problem formally about a member of staff, or other members of the organisation, they should do so at the earliest opportunity.

The issue should be raised with the one of the Parish Wardens. If the issue is related to one of the Parish Wardens, then the volunteer should talk to the other Parish Warden. The Warden should try to resolve the problem by talking with all involved to gain a clear picture of the issue and then offer solutions to both/all. Should this fail Stage 2 should be implemented.

### **Stage 2 – Written stage**

If the issue cannot be resolved at the verbal stage, the complainant can make a formal complaint in writing, stating the nature of the complaint, to Rev. Mary Kingsley, who will attempt to mediate between both/all parties. If still unresolved, the individual can refer the matter to the relevant Church

Committee Secretary in writing, within 7 days of receiving a response to their written complaint, unless overriding circumstances prevail.

### Stage 3 – Representation to the Church Committee

The Church Committee Secretary will refer the written complaint to the relevant Church Committee. The Church Committee shall hear the case in accordance with fairness and rules of natural justice. They will review the complaint and any evidence from third parties in order that both sides of the conflict are fairly presented; thus allowing the Committee to make a fair and balanced decision. At the discretion of the Committee both parties could be invited to present their case, but should withdraw before the Committee considers their decision. The final decision of the Church Committee will be communicated in writing to both parties explaining the decision and any proposed action\* deemed necessary to bring the conflict to an end.

\*The Parish should make available extra support/training in relation to the individual's role(s) if appropriate to the circumstances or, in extreme cases, may suspend or cease a volunteer's responsibilities.

In the case of a clergyperson, the Parish Wardens will refer to the Archdeacon in the first instance.

### Stage 4 – Appeal

Following the Committee's final decision all involved parties have the right to appeal to the Archdeacon. If the process is seen to be fair by all parties it is hoped that this stage will not be deemed necessary.

Updated and adopted by Bushey PCC July 2017