



SAMPLE GRIEVANCE POLICY TEMPLATE

YOUR CHURCH Grievance Policy

Purpose

The purpose of this policy is to provide a clear and biblical process for addressing grievances within YOUR CHURCH. We desire to resolve conflict in a way that honors Christ, promotes reconciliation, and maintains a healthy ministry environment.

Definition

A grievance is a formal concern or complaint raised by a staff member, volunteer, or congregant regarding unfair treatment, inappropriate behavior, violation of church policy, or unresolved conflict.

Biblical Foundation

This policy reflects the biblical call to reconciliation found in Matthew 18:15–17, Galatians 6:1, and Romans 12:18.

Process

1. Direct Resolution

- Whenever possible, individuals are encouraged to address concerns directly with the other person involved.

2. Formal Complaint

- If the issue is not resolved, the individual may submit a written complaint to their ministry leader or directly to the Executive Pastor.
- The complaint should include specific details about the issue, steps already taken to resolve it, and the desired outcome.

3. Review and Investigation

- The ministry leader or Executive Pastor will review the complaint, meet with those involved, and gather necessary information.



4. Decision and Resolution

- A resolution will be determined and communicated in writing.
- Steps may include mediation, corrective action, or other appropriate measures.

5. Appeal

- If the individual is not satisfied with the outcome, they may appeal to the Lead Pastor or the Board of Elders (depending on the governance structure of the church).
- The decision of the Lead Pastor or Elders is final.

Confidentiality

All grievances will be handled with discretion. Information will only be shared with those directly involved in the resolution process.

Non-Retaliation

No one will face retaliation for raising a grievance in good faith. Retaliation is strictly prohibited and will result in corrective action.

Documentation

Written records of grievances, investigations, and outcomes will be kept on file by the Executive Pastor.