

**Policy: The mission of the BLC Congregation is “Building Lives, Through Worship, Mission, and Connection” both in and away from church. One of the basic responsibilities of the membership is to promote a climate of peace and goodwill within the Congregation and, as differences and conflicts arise, endeavor to foster mutual understanding. Issues should be addressed promptly, directly, and every attempt made to resolve issues effectively and in Christian love. Even when we cannot resolve particular issues, we shall continue to love and support one another.**

### **Guidelines**

1. Any member of the congregation who has a disagreement with another member of the congregation is encouraged to address and resolve the circumstances directly with the individual and to attempt informal resolution together through discussion, prayer, and sensitivity.
2. If the issue cannot be resolved informally and involves more than an interpersonal issue (e.g., it is an issue affecting the work and wellbeing of the congregation or church), the congregation member should discuss the issue with the Pastor or President of the Congregation who will address it through Congregational Issue Resolution Process as detailed below.
3. Any member of the Congregation who has a problem or issue with the actions of an individual Council member, appointed volunteer, Pastor or other staff member, or the actions of the BLC Council in performance of their elected responsibilities should report the issue to the Pastor or President of the Congregation who will address it through the Congregational Issue Resolution Process.
4. The Congregational Issue Resolution Process shall generally follow the following steps:
  - a. The Pastor or President shall attempt to resolve the circumstances directly with the individual or individuals involved and will attempt informal resolution through discussion, prayer and discernment.
  - b. If the issue involves an action of the Council or other elected or appointed volunteer, the President may report the issue to the Council who shall consider the matter. Any action of the Council on the matter shall be considered final.
  - c. If the issue involves a member of the congregation or Council or a staff member, and it is not otherwise resolved, the complainant may request a formal review. In that case, the President of the Congregation shall appoint an independent ad hoc group to review the circumstances and provide a report and resolution recommendation to the President. The review shall be handled as confidentially as possible.
  - d. If the complainant or President feels the issue is still not resolved, the issue and resolution actions shall be reported to the full Council in a confidential closed session for resolution. Any member of the Council who has a conflict of interest in the issue shall recuse him or herself from the session. An action by the Council shall be considered final except for any additional action required in the Charter or Bylaws regarding the issue.