

# **Churches' Ministerial Counselling Service**

## **Guidelines for Grievance or Allied Issues**

Occasionally a situation may arise where any person working under the auspices of the CMCS has a problem which relates to an aspect of their role in the Service. This may involve any other persons with whom they are in contact, such as the Service Co-ordinator, an Area Co-ordinator, a Consultant or a Counsellor.

### **Informal Stage**

Every effort should be made by the person concerned to address the issue with the other party, or in the case of a practice issue with the Service Co-ordinator.

If the difficulty cannot be resolved at this stage it should be referred to the Chair of the Steering Group.

### **Formal Procedure**

The person with the grievance should put it in writing, giving details of the problem and dates where applicable.

The Chair of the Steering Group (or other member delegated by the Group) will convene a meeting between the person bringing a grievance and any other person concerned.

Any person involved may be accompanied by a colleague/friend.

Information will be given to all parties of the people attending the meeting.

The Chair of the Steering Group will also co-opt one other member of the Group to attend the meeting.

The meeting should be set up within twenty one days of the Chair receiving the written grievance.

This meeting will seek to explore the facts and reach a decision acceptable to both parties.

Any recommendation concerning practices or procedures resulting from the meeting will be referred to the next Steering Group meeting.

**Agreed by the Steering Group, February 2002 (Role names amended following changes in 2013)**