

Ministry of Reconciliation

- I. If a member of the church has a complaint or concern against another member, we would invite them to speak with them, not about them.

We would recommend these action steps:

1. Pray about the situation.
2. Write out the complaint or concern, and sit with it for a week.
3. Read and follow these Matthew 18 action steps:
 - a. Speak with the person in Christian love about your concern. If you are not heard,
 - b. Bring a brother or sister (trusted and respected by both parties) with you to re-start dialogue.

- II. If the complaint or concern is about the church in general or a staff member in particular, we would invite them to speak with the staff member, not about them. We would recommend these actions steps:

These are the recommended action steps

1. Pray about the situation.
2. Write out the complaint or concern, and sit with it for a week.
3. Read pages 185-194 from Karen McClintock's book "Healthy Disclosure" about correcting poor communication—reducing triangulation, eliminating pass-through communication, rejecting anonymous feedback, concluding with action steps.
4. Read and follow Matthew 18 (see above)
5. If the complaint or concern is to be brought to the Staff Parish Relations Committee, the person must be named, as Staff Parish Relations Committee will not receive third party concerns, anonymous, hearsay, slander, rumors, gossip, or petty concerns.

- III. If the complaint or concern is staff vs. staff, The Sr. Pastor will mediate. If the Sr. Pastor is one of the parties in conflict, depending on the circumstance, if the other party does not feel as though they can work it out directly with the pastor, the chair of SPRC or the District Superintendent would be invited to mediate.

Resources:

A. Matthew 18:

(15) "If another member of the church sins against you, go and point out the fault when the two of you are alone. If the member listens to you, you have regained that one. (16) But if you are not listened to, take one or two others along with you, so that every word may be confirmed by the evidence of two or three witnesses. (17) If the member refuses to listen to them, tell it to the church; and if the offender refuses to listen even to the church, let such a one be to you as a Gentile and a tax collector. (18) Truly I tell you, whatever you bind on earth will be bound in heaven, and whatever you loose on earth will be loosed in heaven. (19) Again, truly I tell you, if two of you agree on earth about anything you ask, it will be done for you by my Father in heaven. (20) For where two or three are gathered in my name, I am there among them."