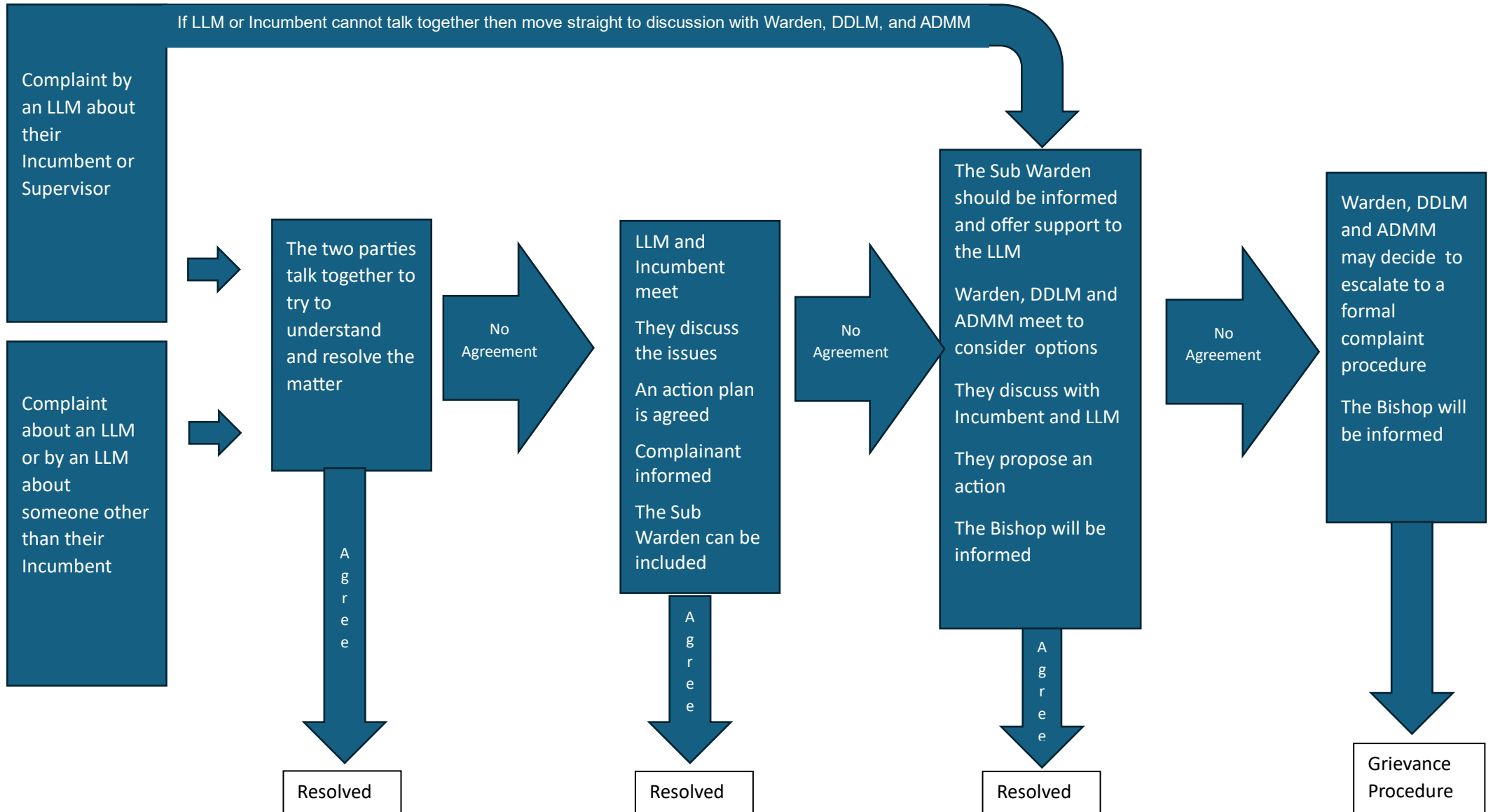


# Summary of Resolving a Complaint Involving an LLM

These are complaints either about an LLM or by an LLM about someone supervising them

## The Initial Process (updated May 2024)

Warden is the Warden of LLMs, DDLM (Diocesan Director of Lay Ministry), ADMM (Acting Director of Mission & Ministry)



## Resolving a Complaint Involving an LLM

### The Initial Process updated May 2024

(This document is regularly updated. Please see the latest version  
<https://www.elydiocese.org/church-roles/llms/>)

#### 1. Purpose of this Document

1.1 This document outlines the first step to take when dissatisfaction or a complaint is expressed. It is hoped that this initial process can resolve the complaint, and so limit further harm or breakdown of relationships. Therefore, this process should be tried before moving to a more formal Grievance Process.

1.2 Here we aim to:

- set out clear and consistent guidelines for dealing with initial complaints, or expressions of dissatisfaction relating to the ministry and/or conduct of Licensed Lay Ministers (LLMs) in their settings across the Diocese.
- conduct or behaviour towards an LLM that injures them.
- ensure that LLMs can pursue complaints without fear of sanction.
- promote good working relationships between LLMs, clergy, Authorised Worship Assistants and members of church communities.
- Try to resolve any complaints, expressions of dissatisfaction or grievances quickly before they escalate, and at a local level if possible.

#### 2. Background

2.1 It is important to reflect that LLMs are not employees of the church, nor do they have any of the usual employment-related contracts, etc. However, LLMs through their vocation, their licences, their dedication to their roles as pastors, spiritual guides, and representatives of the faith, and their training, have a position of trust and privilege in the church and in their communities.

2.2 It is central to the teaching of Jesus that those who are reconciled to God must be open to being reconciled to those who have offended them or those they have offended.

2.3 Reconciliation involves clarification of what has happened, how it is perceived by the other person and acknowledgement of the depth of anger and hurt. Reconciliation, for both parties, involves the rebuilding of damaged relationships.

2.4 Any accusation should be treated seriously because of its significance to the person concerned. In addition, no-one should be disadvantaged in relation to new appointments, other opportunities, or access to training by bringing a complaint, or by acting as a friend or colleague to someone who has registered a grievance.

2.5 The best outcome is if disputes and complaints can be resolved at a local level, and it is hoped that this will be considered before moving to a more formal Grievance Procedure.

### 3. Scope

- 3.1 The scope of this initial process to resolve a complaint is to cover issues which arise between LLMs (Readers), other ministers, and members of church communities which do not amount to disciplinary-related misconduct or matters that may lead to criminal charges. It also covers issues about conditions of service. When matters cannot be resolved through this process, then a formal Grievance Procedure may be brought by or against an LLM.
- 3.2 LLMs in training are subject to the grievance procedure of ERMC where the issue arises from attendance at any course events or relationship with staff or other students. Where an issue arises in the trainee LLM's parish context, this document applies.

### 4. The Initial Steps to Resolve an Expression of Dissatisfaction or Complaint Either About an LLM or by an LLM About Someone Supervising Them.

- 4.1 If the incumbent is the complainant or the person being complained about, then the first step will be to inform the Sub-Warden who will inform the Warden, who will take the matter to the DDLM Diocesan Director of Lym Ministry and ADMM Acting Directory Mission and Ministry (see 4.4 and 4.5)
- 4.2 Any person who has a complaint regarding an LLM, or any LLM who has a complaint against another, should, in the first instance, discuss it with the person against whom he or she has a complaint, to seek a swift and acceptable resolution.
- 4.3 If no agreement has been reached during the meeting between the LLM and the other person who is party to the complaint, then the LLM and/or the other person should inform the incumbent. The incumbent will meet with each person. They will then discuss the matter with the LLM and agree a plan of action towards resolution. The incumbent will inform the complainant that this discussion has taken place. The Sub-Warden should be made aware of the situation, and either be included or at hand to support the LLM.
- 4.4 If no agreement is reached, then the Sub-Warden will be informed if they have not already been involved. They will bring the matter to the attention of the Warden, the DDLM and the ADMM who will meet with each party and again seek a resolution.
- 4.5 If there is still no resolution, at this point, the Warden, DDLM and ADMM either propose an action to resolve the issues (this might for example, include moving the LLM to a different parish or benefice, or some other resolution), or they will agree to escalate the matter to a Grievance Procedure. In either case the Bishop will be informed.
- 4.6 At any point in this process either an LLM or an Incumbent can include the Warden, DDLM and ADMM.