

## **ESUC Congregant to Staff Feedback Process**

(Approved by BOT 3/21/2017)

Purpose is to provide a way for congregant feedback about ESUC staff to be gathered, documented, and used for constructive feedback by the Board of Trustees and Staff Leadership Team.

### **Steps**

1. A congregant contacts a Personnel Committee member or is referred by Board or Staff. Contact can be made in person or electronically at [pc@esuc.org](mailto:pc@esuc.org).
2. Personnel Committee member finds out if: a) congregant has spoken to the staff member and their supervisor, and b) what is the identified issue. The Personnel Committee member will remain impartial. If a congregant has not gone directly to a staff member we will encourage them to go direct or take someone with them of their choosing. We will refer the congregant to other lay leaders, staff, pastoral care, or other agreed upon party to better meet their needs, if appropriate. We are not providing mediation or counseling.
3. The Personnel Committee member collects feedback in writing by paper or at [pc@esuc.org](mailto:pc@esuc.org) and screens it for completeness and identifiable topics. A Congregant to Staff Feedback Form has been created for this purpose.
4. The entire Personnel Committee reviews feedback at a meeting or electronically.
5. After review, Personnel Committee forwards copies of feedback to staff member and their supervisor. To Board in case of member of the Staff Leadership Team.
6. Personnel Committee reports all feedback to Board in a confidential, aggregate and non-identifying report once a quarter.

A copy of the feedback form will go into the employee's file. Staff's supervisor and Board would use this information in performance feedback discussions with their respective reports.

The PC will notify the Board immediately of any congregant feedback that becomes more frequent than 3 times on the same issue from different congregants.

Situations not covered by this procedure:

- Any violation of federal, state, or local laws such as sexual harassment, or stealing, would be handled according to those laws and applicable ESUC policy which may require a separate procedure.