

Due Process
When a team member has a difficulty with his/her team leader
May 24, 2018

Due Process:

We seek a biblical process to ensure that we treat everyone with respect and provide a fair procedure for resolving team/personnel problems. The intent is to follow a Matthew 18 pattern, where issues are addressed first with individuals involved, then the circle is widened as necessary.

Operating Principles:

1. Choose to believe the best of one another in motives and the desire to do what is right (Colossians 3:12-14).
2. Ensure there is opportunity for growth and change. Always seeking restoration in relationships and ministry (Galatians 6:1).
3. As much as possible, hold conversations face-to-face or by voice contact; do not rely on e-mail.
4. Seek counsel from appropriate sources, such as Member Care and Personnel.
5. Maintain good communications with all involved.
6. Document every step; make note of specific problematic behaviors, conversations you have had, agreements made, and steps taken.

Process:

1. When a concerns surface, the team member should speak with the team leader, communicating specifically the concerns that need to be addressed.
Prayerfully the two parties come to agreement on the concerns/issues that need to be addressed and actions to be taken to deal with the concerns/issues. Resolution will likely require action on the part of both the team member and the team leader. A time frame should be set for reviewing progress toward the agreed upon goals.
2. If after the agreed upon period of time, there appears to be an ongoing pattern of the same concerns, the team member pursues a conversation with the team leader's leader (and advises the leader that he/she plans to do so).
3. That leader should have opportunity to work with the team member and leader together for mutual agreement about the concerns and needed changes.
 - a. If either the leader or the team member needs mentoring on how to handle the concerns, an agreed upon mentor will be identified who would be best suited for that.
 - b. Member Care and/or the Personnel Director may be consulted by any of the people involved at any time in the process for additional counsel or intervention.
 - c. Whether or not additional help is needed, the International Leader or Ministry Director and Personnel Director should be informed of the situation.

4. If the team member feels that he/she is still having unresolved concerns/issues with his/her leader, he/she has the option of asking for mediation by an agreed upon 3rd party, normally the Personnel Director.
 5. If there is at any time a question of abuse or fear by any staff in the process (or other situations), they always have the option of using Red Flag Reporting to allow an third party to investigate.
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Information on Red Flag Reporting:

Our organization has contracted with an ethics hotline service (Red Flag Reporting) that will allow both our National Office and ReachGlobal staff to anonymously report any ethics, legal, personnel, etc., concerns to a third party. The reporting can be done by phone or over the web (see information below). In filing a report, you can choose your level of desired anonymity. You can be completely anonymous if you desire.

The way that Red Flag Reporting works is very simple.

1. You can either file a report online at www.redflagreporting.com or by calling their toll free number 877-647-3335
2. You are asked to give a client code. Ours is EFCA.
3. From there you are asked a series of questions regarding your concern. If you do the report online, you also have the opportunity to upload documentation such as pictures or paperwork that would support your concern.

Reports that are received will be forwarded to the ReachGlobal ethics committee and they will determine what steps should be taken in response to the report. If the report were to name one of the committee as the problem, the report would go to the other members of the committee. The EFCA Board would be informed if reports are filed (though not necessarily the specifics), and what action was taken.

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