

## 2.3.3 Grievance and Complaint Resolution

The Senior Minister shall not fail to provide systems for resolving grievances and complaints by staff or members, in a fair, timely, and transparent manner, nor fail to uphold accountability through proper escalation.

Accordingly, the Senior Minister shall not:

1. Obstruct members or staff from escalating complaints to the Board when:
  - a. grievances involve Board policy violations or inadequacy, or
  - b. misconduct involves the Senior Minister or a Board member.
2. Fail to inform the Board of significant grievances or misconduct concerns.
3. Fail to support the Board in fulfilling its responsibility to:
  - a. review submitted grievances,
  - b. investigate misconduct escalations, and
  - c. respond appropriately and transparently to those who raise concerns.

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