

# Ministry Policy Statements

---

## #109 – Conflict Resolution

Policy Type: Ministry  
Adoption Date: November 8, 2023  
Amended:  
Ratification Date:

### Rationale

Church is a human endeavour so conflicts are inevitable.

The church is called to be a transforming presence, to promote right relationships within its midst and in the world. Its tools are communication, clarity, compassion, and especially grace.

When addressed constructively, conflicts can provide opportunities for growth, new understanding, and transformation.

The purpose of this policy is to guide staff members and church leadership, including the Ministry and Personnel Committee, with processes for addressing conflicts within the scope of LVUC's Policy Governance Structure.

### Scope of Policy

This policy applies to conflicts among staff, volunteers, ministry personnel, or church members in elected or appointed positions.

This policy **does not** apply to workplace discrimination, harassment, or sexual misconduct complaints. These must be handled according to the policies of the United Church of Canada as they may be amended from time to time. Following are the policies at time of adoption of this policy:

- Sexual Misconduct Prevention and Response: Policy and Procedures November 2020  
<https://united-church.ca/sites/default/files/2023-10/sexual-misconduct-prevention-response-2020.pdf>
- Workplace Discrimination, Harassment, and Violence Response Policy, October 2023  
[https://united-church.ca/sites/default/files/2023-10/harassment-policy\\_oct2023.pdf](https://united-church.ca/sites/default/files/2023-10/harassment-policy_oct2023.pdf)

## **Purpose of Policy**

To promote a clear understanding of roles and responsibilities in conflict resolution processes.

## **Roles and responsibilities in the Church for Conflict Resolution**

### **For disputes and conflicts among volunteers or church members in elected or appointed positions.**

Step 1: Parties in conflict are encouraged to address the issue directly with each other.

Step 2: Involvement of Lead Minister

If the parties in conflict are unable to come to a resolution, the issue may be referred to the Lead Minister, who oversees the health of the Community of Faith. The Lead Minister may choose to involve the Ministry and Personnel Committee.

Step 3: If one or both of the parties to the conflict feel that additional support is needed, they may request the involvement of the Ministry and Personnel Committee.

Step 4: If the Lead Minister and the Ministry and Personnel Committee need additional support, they may request assistance from the Pacific Mountain Region of the United Church of Canada.

### **For disputes involving staff or ministry personnel:**

Step 1: Parties in conflict are encouraged to address the issue directly with each other.

Step 2:

A) Lead Minister involvement (unless a party to the dispute)

If the parties in conflict are unable to come to a resolution, the issue may be referred to the Lead Minister, who oversees the staff. The Lead Minister may choose to involve the Ministry and Personnel Committee.

B) Ministry and Personnel Committee involvement (if the Lead Minister is a party to the dispute)

If the Lead Minister is a party to the dispute, the issue may be referred to the Ministry and Personnel Committee.

Step 3: If one or both of the parties to the conflict feel that additional support is needed, they may request the involvement of the Ministry and Personnel Committee.

Step 4: If the Ministry and Personnel Committee and/or Lead Minister need additional support, they may request assistance from the Pacific Mountain Region of the United Church of Canada.