



ALL SOULS FEEDBACK PROCEDURE

All Souls Unitarian Church is guided by the seven UU principles including our belief in mutual respect and democratic process. Thus, we strive to respond to serious concerns with an interest in resolving them as well as possible to the satisfaction of all parties. Concerns should be communicated to the senior minister or the president of the Board of Trustees. Feedback and suggestions can also be submitted on the connection cards.

A concern usually falls into one of three categories:

1. **Preference:** A member wishes for a change in some aspect of congregational life, such as choices of music, decorations, publications, religious education curricula and sermons. Some of these choices are steered by policy governance, but other choices may be influenced by member input. At the least, personal preferences will be acknowledged, and, pending similar input from multiple members, may lead to changes in the indicated aspect of congregational life.
2. **Performance:** A member provides input about a shortcoming in staff, key volunteer, or ministerial performance of duties, such as not replying to an e-mail in a timely manner, lapsing in attendance at committee meetings, exerting too little initiative in pursuing a social justice project, or not exercising due diligence in studying a problem before making a decision.
3. **Policy:** A member or group brings to the attention of the appropriate person that they think there has been a violation of board governance policy, non-compliance with government regulations, or failure to report something essential to the Board.

All Souls will provide regular reminders (in “In the Know” and through other communications) of the way to submit a concern or suggestion. Confidentiality will be respected, especially concerning personnel issues or possible criminal behavior.

Concerns which are essentially personal preferences may be tabled for future study, especially monitoring whether others at All Souls come forward with similar concerns. Action could be taken later on these less urgent concerns or even sent to a committee for further study and development.

The senior minister or president will be responsible for action to address performance and policy concerns. The senior minister or president may appoint a committee to perform the initial fact-finding necessary to ascertain the nature and seriousness of the concern. Within one week after receiving feedback, the senior minister or president will advise the All Souls member who provided the feedback with the expected timeline for the conducting of an investigation, determining the next action to be taken and arriving at a resolution. If the timeline is not met or the All Souls member is not satisfied with the resolution to that point, the member may bring the matter to the full Board. A log will be kept of the issues and outcomes.