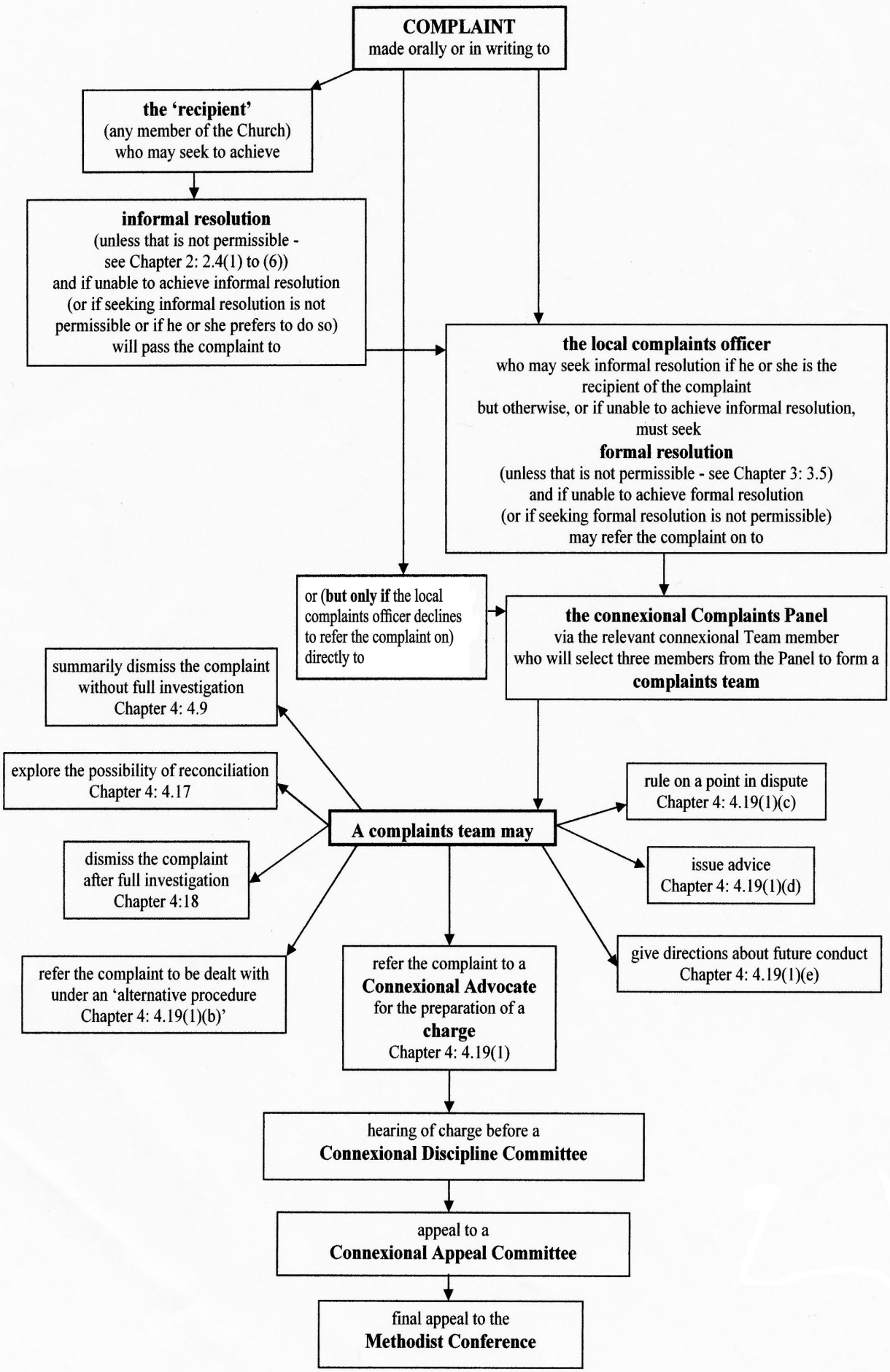
COMPLAINT
made orally or in writing to
the 'recipient'
(any member of the Church)
who may seek to achieve
informal resolution
(unless that is not permissible -
see Chapter 2: 2.4(1) to (6))
and if unable to achieve informal resolution
(or if seeking informal resolution is not
permissible or if he or she prefers to do so)
will pass the complaint to
the local complaints officer
who may seek informal resolution if he or she is the
recipient of the complaint
but otherwise, or if unable to achieve informal resolution,
must seek
formal resolution
(unless that is not permissible - see Chapter 3: 3.5)
and if unable to achieve formal resolution
(or if seeking formal resolution is not permissible)
may refer the complaint on to
or (but only if the local
complaints officer declines
to refer the complaint on)
directly to
the connexional Complaints Panel
via the relevant connexional Team member
who will select three members from the Panel to form a
complaints team
summarily dismiss the complaint
without full investigation
Chapter 4: 4.9
explore the possibility of reconciliation
Chapter 4: 4.17
A complaints team may
rule on a point in dispute
Chapter 4: 4.19(1)(c)
dismiss the complaint
after full investigation
Chapter 4:18
issue advice
Chapter 4: 4.19(1)(d)
refer the complaint to be dealt with
under an 'alternative procedure
Chapter 4: 4.19(1)(b)'
refer the complaint to a
Connexional Advocate
for the preparation of a
charge
Chapter 4: 4.19(1)
give directions about future conduct
Chapter 4: 4.19(1)(e)
hearing of charge before a
Connexional Discipline Committee
appeal to a
Connexional Appeal Committee
final appeal to the
Methodist Conference