

## CONFLICT POLICY

### **1. CONFLICT OF INTEREST**

It is the policy of Jubilee Church that every Trustee, Pastor, or Employee shall abstain from involvement, whether by voting or otherwise participating in the decision-making process, in those situations where they have or may have a conflict of interest.

***A conflict of interest is deemed to exist where:***

1. The person has a material interest, whether direct or indirect, in the matter at hand  
Or the other party(ies) involved;
2. The person is either a director, officer, or employee of the other party(ies) involved; or
3. The person's spouse, children, parent, or siblings are in substantive relationships with  
The other party (ies) involved.

### **Statement of Policy**

In those situations where a conflict of interest does exist or has the potential to exist, any Trustee, Pastor, or Employee aware of such shall notify the Executive Pastor or a member of the Board of Trustees before the start of the meeting at which the issue is to be discussed and will not be present when the matter is discussed by the board. The minutes of the meeting will reflect that a disclosure was made, and the abstention from voting.

Trustee Members, the Pastors, and Employees are encouraged to participate actively in community and professional activities. Because Board Members, Pastors, and Employees may not always be fully aware of all interagency involvement(s), they should inform the Executive Pastor of any intentions to participate in any activity that could potentially give rise to a conflict of interest.

Staff members and their immediate families will not benefit materially from the organization beyond receipt of salaries, fringe benefits, and reimbursement for authorized expenses.

### **Potential Conflict Report**

To assist in implementing this Policy, each proposed new Trustee member will file a Potential Conflict of Interest Report in the form of Appendix A (attached) in connection with the selection process. Existing Board members will file a Potential Conflict of Interest Report annually, with the Company Secretary, whose responsibility it will be to oversee the annual distribution of such forms to existing Board members.

### **2. CONFLICT RESOLUTION**

It is important to recognize and manage conflict in a healthy manner. Conflict is inherent in any organization. As a growing, thriving church, it is expected that Jubilee Church will from time to-time experience internal conflict. Conflict can be good or bad, healthy or unhealthy, constructive or destructive.

Jubilee Church recognizes that healthy resolution of church conflict requires that those involved value one another as human beings, put forth the effort required to understand opposing points of view, and mutually agree that the good of the Church is paramount. Members are to be committed to handling conflict in a mature, loving and constructive manner as is in the bible (1 Corinthians 6), and are to expect the same of church leadership and staff.

## **Healthy Conflict**

Jubilee Church recognizes that healthy conflict is necessary to keep an organization mindful of and focused on its mission. Healthy conflict is that in which members deal with their issues up-front and talk directly to those with whom they disagree. They bring substantive evidence with their particular viewpoints and their demands are reasonable. They present their viewpoints as clearly supportive of the mission of the church. They clearly have a deep love for the church, love and respect for the leadership of the church, and are honourable in sharing their viewpoints. They do not make personal attacks on others. They are introspective and concerned that they have correct information. They view themselves as working with the church leadership to find peaceful, loving solutions to the issue at hand for the good of all people concerned. Once a vote is taken on an issue, they support the witness of the body evident in the vote, whether or not they are/were in agreement with the decision. They continue to be constructive and positive in their work for the common good of the church.

## **Unhealthy Conflict**

Unhealthy conflict is that in which one or more members, based on non-substantive evidence, makes insatiable demands, usually attacking the person or performance of others. Any such unhealthy conflict has the potential to disrupt and even to destroy the mission and ministry of the church. Jubilee Church recognizes the responsibility of all members to create and maintain a safe and healthy spiritual environment. Jubilee Church understands destructive behaviour to be opposed to the creation and maintenance of such an environment.

## **Direct Dealing**

It is the policy of the church and its leadership to directly deal with people regarding issues of the church and to instruct all members in direct dealing. The Board of Trustees and the Pastor(s) will refuse to deal with proposals or concerns when the proponents of such are not willing to identify themselves by name. A member who purports to represent "many others in the church" or "they" will be asked to identify by name these other individuals. The individuals so named, as well as the person said to represent them, must acknowledge their interest in person or in writing before the concern or proposal will be considered. If the individual(s) is(are) not willing to represent themselves or be identified, the Trustees and Pastor(s) will consider the matter a non-issue.

## **Conflict Resolution**

### Informal Process

Following Scriptural guidelines, persons who have a grievance or concern will be requested to take their concern directly to the person(s) or ministry group involved. If that person or group is unable to resolve the issue, then the parties may request a meeting with the Executive Pastor (or Lead Pastor if the complaint is about the Executive Pastor), to assist them in resolving the conflict. This meeting will be held only with all parties present.

If the conflict is still unresolved, the parties may request that a Trustee be appointed to act directly in the matter of seeking a resolution. Again, all parties involved must be present at any meeting called for the purpose of addressing the conflict.

### Formal Process

If, after discussing any concerns with Executive Pastor or Trustees (or the Lead Pastor if the issue is with the Executive Pastor), the complainant remains dissatisfied he/she can make a formal complaint. Matthew 18:17 states that anything not resolved informally should be taken to the church. In this context we deem 'the church' to mean the Church Senior Leadership Team and trustees. Formal complaints must therefore be made in writing by letter or e-mail to the Executive Pastor. If the complaint is against any member of the Pastoral Team however, then the complaint should be addressed and sent to the Chair of Trustees (or to the secretary if the complaint is against the Chair of trustees/ Lead Pastor).

In order to avoid ambiguity, the complainant should make it clear at this stage that they wish it to be taken as a formal complaint by stating so clearly in the first line of the letter or e-mail.

Issues that have not gone through the above process will not be placed on the agenda and will therefore be ruled out-of-order by the Secretary if raised at any Trustee or Congregational meeting.

### **Timeframes & Process For Formal Complaints**

The Chair of Trustees will aim to confirm receipt of the complaint within 14 working days of receiving the letter.

The process undertaken by Jubilee Church trustees for dealing with a formal complaint will be as follows:

1. The trustees will conduct a face to face interview with the complainant, to be followed up by any written evidence where appropriate.
2. The trustee will then gather relevant information and evidence from other sources, including face to face interviews with the person or the leader of the ministry that the complaint is specifically regarding, and any potential witnesses.
3. There will then be further opportunity for the trustee to go back to the complainant for more information or clarification where appropriate.
  - a. During all meetings, both parties are to have an appropriate representative of their choice present to ensure accountability. Minutes of each meeting must be agreed afterwards by both parties.
  - b. The Chair of trustees will send a full response to the complainant within an agreed time frame.

### **Appeals**

Jubilee Church is part of the New Frontiers network of Churches. Where the complaint is about the conduct of a member of the Pastoral team and the complainant is unhappy with the decision of the trustees, he/she can appeal to the lead person within New Frontiers; this is currently **Steve Tibbert at [Steve.Tibbert@kingschurchlondon.org](mailto:Steve.Tibbert@kingschurchlondon.org)**.

### **Effective Board of Trustees Dealing**

It is the policy of this Board of Trustees to be aware of unhealthy conflict in the church and to ensure that unhealthy conflict is dealt with immediately and directly. The Board may choose to appoint two members to meet with the person(s) involved in any such activity(s) and discuss the behaviour. The goal of all such actions will be the restoration of a loving, ethical and healthy community of faith at Jubilee Church. Members must realize that to deal effectively with issues in the church, they must be willing to take ownership of and be identified with those issues. For the Board of Trustees to handle conflicts effectively, it must have access to pertinent information, and further, such information may at times have to be shared with the full Board or its designee. Trustee Members will refrain from being bound to keep secrets regarding church issues. Trustee Members will refrain from taking part in divisive conversations. When information regarding the church is discussed with one Trustee Member, that information will be open to all Trustee Members. Therefore, when talking to church members or other interested parties about

church concerns, Trustee Members must use discretion in the event their confidence (or their assurance of confidentiality) is requested.

**Personal vs. Congregational Issues**

Not all issues brought to the Board of Trustees are congregational issues. Because we are a diverse group of people, personal issues may arise. These matters are to be dealt with differently than congregational issues.

***A congregational issue has the following identifiable characteristics:***

1. A majority of the Board of Trustees can witness to several different members having raised the issue in a church meeting or with them in person.
2. Trustee Members themselves witness to the issue being of concern to the congregation.
3. A substantial number of individual members raise the issue of their own volition rather than having been prompted by the lobbying efforts of another individual in the church.
4. The issue is repeatedly voiced on different occasions by those persons described in items 1, 2, or 3
5. The issue is especially voiced by trusted members of the congregation, by those who have proven commitment to the mission of the church over time, and/or by individuals or entities who are known to support the common good of the church in positive and constructive ways.

***A personal issue has the following identifiable characteristics:***

1. It is brought up as an issue by only one or a few people.
  2. The issue is made known to the Board of Trustees only through or as a result of the lobbying efforts of a single individual.
  3. The Board of Trustees is unable to witness to the matter being a congregational issue as described above.
- If the Board of Trustees deems that an issue is personal and also believes that the church can assist the person(s) involved, the Trustees will refer the individual(s) to the appropriate ministry/program or staff persons for support. The Trustees will not reconsider personal issues from the same person(s) regarding the same content in subsequent meetings.

***To be reviewed annually***

Approved by Trustees on 12<sup>th</sup> May 2020

Signed  \_\_\_\_\_

**Potential Conflict Report**

Please answer all questions. If the answer is “yes,” please explain. An affirmative response does not imply that the relationship is improper or that it should be terminated.

During the past twelve months, have you or any related party [1] had any interest, direct or indirect, in any contract or transaction with Jubilee Church London?  
\_\_\_\_\_

Do you or any related party have any interest, direct or indirect, in any pending or proposed contract or transaction with Jubilee Church London?  
\_\_\_\_\_

Do you or any related party have any other interest, which might conflict, or might be perceived to conflict, with your duty of loyalty to the interests of Jubilee Church London?  
\_\_\_\_\_

The answers to the foregoing are accurate to the best of my knowledge and belief, and I will promptly notify the Trustees of Jubilee Church London of any change, which would make any of the answers no longer accurate.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

[1] For this purpose, a “related party” is defined as members of your immediate family, which includes your spouse, children, siblings, and parents; estates, trusts, partnerships, limited liability companies, corporations and other entities in which you or any member of your immediate family has a present or vested future beneficial interest or serves as an officer, director, or trustee, other than entities in which you and your immediate family members in the aggregate own less than five percent in value of all traded securities.  
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