Example Church encourages all people to follow the example Jesus gives in Matthew 18.

1. Pray and approach the matter with humility and love
2. Own your part of the conflict
3. Go directly to the person, not to others
4. Be specific, and not attacking
	1. Eg when you……... I felt………. I would like to see……...
5. Continue to pray for reconciliation

If the matter remains unresolved, please see the Coordinator of your ministry area or a member of the Leadership Team. They will firstly walk through the above steps with you and then offer to meet with the person with you if appropriate.

Formal Complaints Handling Process

1. Work through the above process and in consultation with Leadership Team member if appropriate.
2. If desired, complete a formal complaint in writing
3. Leadership Team receives complaint
4. Leadership Team or representative will note, respond, and/or resolve complaint according to Complaints Handling Procedure.
5. If complaint unable to be resolved, Leadership Team may call on CofCQld Church Engagement Team to mediate or advise.
6. If the issue is still not resolved and if it relates to the Pastors, member/s of Leadership Team or the direction set/decisions taken by the Leadership Team, the issue can be taken to a forum or members meeting called in accordance with the Example Church Constitution for discussion and prayer. The Pastors or Leadership Team may request the assistance of the CofCQ Church Engagement Team or other trusted external person/group to assist in facilitating such a meeting.
7. If the issue remains unresolved after the steps above, Conference Council may be called in to mediate or give direction, at the invitation of church leadership.