

# Christ the King Lutheran Church

## Reconciling and Healing Team

**Statement of Purpose:** In any congregation there may be times when offenses or affronts occur that drive people apart. These can fester and lead to isolation, rejection or alienation. The Reconciling and Healing Team has been established to support the resolution of issues and pursue actions to repair relationships or clarify issues that have created misunderstanding.

**Scope:** Access to the process is available for any CTK attendee, member, staff or pastor regardless of position or status.

**Issue definition:** Any complaint, problem or concern experienced by a CTK attendee, member, staff or pastor regarding their interaction with any other CTK attendee, member, staff or pastor. Issues may include, but are not limited to:

- Microaggressions – something that makes you feel uncomfortable, unwelcome, or unsafe
- Offensive behavior or language
- Spreading rumors, talking behind someone's back
- Something that makes you feel unsafe or excluded

Strict confidentiality will be enforced and no anonymous issues will be accepted.

**Note:** It is best to speak directly with the person whom you believe to be the source of the problem or concern. This is in line with Jesus' instructions in Matthew 18:15-17. Although we encourage the use of the "Matthew Model," if you have approached the individual(s) regarding your issue or concern without a satisfactory outcome or a course of action, or you do not believe that talking directly is safe or appropriate, you may call upon the R&H Team for support.