

Public Complaints

Constructive criticism is welcomed by the Local Faith Formation Commission whenever such criticism is motivated by a sincere desire to improve the quality of parish catechesis or to equip the faith formation program to carry out its mission more effectively.

Criticism made to the Faith Formation Commission as a whole or to any individual member will be referred to the program administrator for study and recommendations. Complaints concerning individual employees or volunteers of the program will not be accepted by Faith Formation Commission without specific documentation. Such complaints will be referred to the Faith Formation Commission and addressed by the Faith Formation Commission in executive session when such action is necessary as recommended by the program administrator.

Complaints from individuals concerning instruction, programming, discipline, or learning materials are to be directed to the appropriate level for response according to the following sequence:

For Faith Formation Programs

- Catechist
- Program Coordinator
- Parish Administrator for Faith Formation
- Faith Formation Commission
- Pastor

The Faith Formation Commission will address complaints only after they have been explored by the appropriate administrative level according to this sequence. Complaints about the faith formation administrator are to be submitted in writing to the Faith Formation Commission president and addressed in executive session when such action is deemed necessary.

Employees who believe their rights have been violated are to follow the grievance procedure as in the Diocese of Marquette *Personnel Policy Guidelines for Parishes*, Section K, "Employee Complaint/Reconciliation Procedure."

Policy

Adopted: September 26, 1985

Revised: February 10, 1994

Revised: February 2002

DIOCESE OF MARQUETTE
Marquette, Michigan