

Conflict Resolution Process

Policy No. PD412

Policy Statement: In the event of a conflict or if difficulties arise in matters pertaining to pastoral ministry in a parish community, the following resolution protocol is to be followed.

Procedure: **If the matter involves a parishioner or parish staff:**

- a) The permanent deacon should discuss the issues with the pastor of his parish to resolve the problem.
- b) If no satisfactory resolution is achieved, the permanent deacon should contact the Vicar for Clergy and the Office of the Permanent Diaconate, provide the necessary information, and discuss the matter to be resolved.

If the matter involves the pastor:

- a) The permanent deacon should contact the Vicar for Clergy and the Office of the Permanent Diaconate to assist in resolving the issue.

In either of the situations listed, the permanent deacon may make a final appeal to the Archbishop.