

## Going through channels at UUCPA

What do you do when you have a bright idea, a concern, or a complaint about something at UUCPA? In an organization as multi-faceted as ours, it isn't always obvious how to proceed. This column should give you some ideas about how to make your point to someone who can do something about it.

1. The first step is to find out who is responsible. Sometimes this is obvious, but sometimes you will have to dig a little. A good place to start is the church directory: the first pages list church staff and a wide range of governing bodies and committees. If you can't tell from the listing, ask somebody for ideas. You might start with one of the ministers, the Congregational Administrator (Jeff Cashdollar), or a member of the Board.
2. Talk directly to the person you have identified. If you are concerned about how to approach them, you might consult with someone like a minister or a member of the Conflict Resolution Team.
3. If your concern is resolved, you are done. If not, you may identify a more appropriate person and return to step 2.
4. If you talked to the appropriate person and still aren't satisfied, you can move up the ladder of responsibility.

For a volunteer, this will mean speaking to the person or group responsible for the function the volunteer is performing. For example, Jeff Cashdollar is responsible for office volunteers, and Jack Thomas is responsible for volunteers at the information table.

For a staff member, this will mean speaking to the person's boss or a committee or governing board. Here are the main "chains of command" for staff members:

- Ministers: speak to the Committee on Ministry or the Board
- Music: Music committee, then Jeff Cashdollar or the Personnel and Administration Committee (P&A)
- Child care and religious education staff: the Minister of Religious Education (Eva Ceskava), then P&A
- Office staff: Jeff Cashdollar, then P&A, then the Board
- Sextons: Jeff Cashdollar, then P&A, then the Board

And remember that members of the Conflict Resolution Team (Joe Chee, Dick Duda, Susan Owicki, and John Pierce) are available to help in this process or in dealing with other concerns with people at UUCPA.