

Shalom Bayit Policy: Policy and Procedures for addressing Disputes, Issues, and Concerns of Congregants and Staff Members

Tiferet Bet Israel (TBI) strives to meet its moral and legal obligations to its members and community and to adhere to Jewish law and ethics. It is the intention of TBI to foster a harmonious and healthy environment for all Congregants and Staff Members who enter TBI property and/or attend/participate in TBI events (in-person, on-line, etc.)

Objective of Policy and Procedures: To provide a preferred communication process to be used by Congregants and/or Staff to address and resolve any personnel or policy related disputes, issues and concerns they encounter and feel are not being addressed effectively. Personnel shall include any individual on the TBI Staff as well as TBI Lay Leadership. The leadership recognized a need to broaden the scope and purpose of the Conflict Resolution Policy to include a mechanism for concerned congregants and staff members to voice concerns, and for a leadership committee of the synagogue to act as a repository for concerns and issues, in addition to facilitating conflict resolution.

Education: The congregation shall be made aware of appropriate procedures to address conflicts or differences of opinion through publication of this policy in the monthly newsletter and by publication on the synagogue website. It will be the responsibility of the lay and professional leadership of the synagogue to be aware of this policy and to share this information when concerns are raised to them.

Procedure to raise and address disputes, issues, and concerns: The goal of this policy is for the Shalom Bayit Committee (described later in this document) to become aware of, address, and offer recommendations for resolving issues in a timely appropriate manner. The standard approach will be to use the most appropriate informal option first and to proceed to the Shalom Bayit Committee only if the informal option/s has/have been unsuccessful.

Steps for addressing issues and resolving conflicts:

1. An individual with a concern (complainant) should first attempt to resolve the complaint directly with the interested party (respondent - staff member, officer, director, etc.).
2. If the issue cannot be resolved, the complainant shall contact the responsible staff member or lay leader as outlined below:

Professional staff:

- For issues with the Rabbi, Cantor, or Executive Director, contact the President of the Congregation. If at any time the President is not available, contact a Vice President.
- For issues with any staff member or teacher contact their immediate supervisor.

Lay Leadership:

- For issues with lay leadership (member of the Board of Directors, Committee Chairperson, other volunteers), please contact the President.
- For issues with the President, please contact a member of the Shalom Bayit Committee directly (see step 3 below).

3. Shalom Bayit Committee: If the issue cannot be resolved with the appropriate staff member or lay leader, or if the complainant feels uncomfortable following the procedure outlined above, the complainant may contact a member of the Shalom Bayit Committee at [TBIShalom Bayit@gmail.com](mailto:TBIShalomBayit@gmail.com), or by contacting the President of the Congregation, member of the Board of Directors, office staff or Senior Staff member, who will make the complainant aware of the policy, appropriate steps to be taken, and then direct him/her to the Shalom Bayit Committee.

Purpose and Selection of the Shalom Bayit Committee:

- The Shalom Bayit Committee receives and considers issues of conflict and differences of opinion from the Congregation and Staff with regard to conduct of officers, directors, staff and all other positions or committees.
- The Shalom Bayit Committee will keep all communications and correspondence it receives in strict confidence.
- The Shalom Bayit Committee shall be made up of three members, with two alternates, including the chair who will be selected from the Advisory Council. All members of this committee will be members of the congregation in good standing who are not members of the Board of Directors or officers of the synagogue, and one will be a member of the HR committee. At the beginning of a President's term, the President shall delegate the selection of the committee members to the Leadership Development Committee and committee membership shall be reviewed annually. Factors to consider with regard to committee membership are members that provide continuity and historical perspective, ability to be impartial and maintain confidentiality when appropriate.

Shalom Bayit Committee Procedures:

- The Shalom Bayit Committee shall utilize an HR intake form to document all contact with congregants and staff in hearing concerns and facilitating any issue or conflict resolution.
- First, the committee shall determine if the procedure outlined above to address the concern directly with the staff member or lay leader was followed and, if not, encourage the complainant to do so, with or without the assistance of a member of the Shalom Bayit Committee. At this point, if a Committee member feels they cannot serve fairly regarding the issue at hand, that Committee member shall recuse himself/herself and contact the Leadership Development Committee for an alternate committee member to serve.
- Once the Committee has facilitated contact directly with the staff member or lay leader, and the issue is not satisfactorily resolved according to the complainant, the Committee shall determine whether there is reasonable cause to believe a concern is well founded and merits further consideration.
- If no further consideration is merited, the Committee will document its reasoning and report it to the President, the Complainant and the Respondent.
- If consideration is merited, the Shalom Bayit Committee must notify the President (or Vice President in the event the President is the Respondent) of relevant details of the complaint within 2 business days. The Committee is to investigate the concern by notifying the respondent in writing (email is fine), and appropriately discussing the issue with all individuals involved. The Shalom Bayit Committee shall document all interactions regarding the issue or concern, including the steps taken and any recommendations it makes to attempt to resolve the issue. The Committee will make every effort to ensure that concerns are addressed in a timely manner. The Committee will report its findings and recommendations to the President. The President will notify the Board of any significant complaints at the next Board Meeting and any unresolved complaints. Confidentiality and discretion will be maintained by all Board members.
- If the Complainant or Respondent of the complaint is unsatisfied with the decision/resolution, either party may request reconsideration by notifying the Shalom Bayit Committee within 30 days of receiving the decision/resolution, .The Committee shall

provide the Board with all details of the appeal by the next or second monthly Board meeting after the appeal is received.

- The party asking for reconsideration of the decision/resolution may do so by submitting a written statement (or making in-person presentation) to the Board, outlining the reason the party does not agree with the decision/resolution of the Shalom Bayit Committee. In this event, the decision by vote of the Board regarding such matter will be final.
- The Shalom Bayit Committee will document its findings, decisions, and resolutions. As the Shalom Bayit Committee is designed to be made up of impartial lay leaders, it is expected that most, if not all, issues will be satisfactorily resolved after these procedures. The findings as they relate to employees should be maintained as appropriate and the solicitor of the congregation should be consulted with regard to retention and confidentiality requirements.