



## Dealing with conflict is a normal feature of building healthy relationships and congregations

### What is this service?

This service offers a safe place to bring conflicts and problems that you might have with each other in a church setting.

Conflict can cause stress whether at work or between neighbours or inside the family. We should not be surprised then, that conflict occurs among the people who belong to the Christian church. If conflict worsens it can be a source of intense disappointment, given the gospel of love which lies at the heart of our faith.

Talking to independent trained advisors can help you find ways of managing these or other difficult situations.

This service offers an accessible, voluntary, and confidential process that helps to resolve disputes in a broad range of situations maybe over:

- roles
- responsibilities
- management of change or reorganisation
- differences of belief and worship.

There might be issues of discrimination, harassment, abuse of authority or bullying.

Whilst the Dispute Advisory Service is supported by the Diocese, all interactions are wholly confidential.

### Who is it for?

It is for anyone in a church community: clergy or lay, employed, a volunteer or a congregational member.

### How does it work?

You will explore the issue that is causing you concern with your advisor. There is a wide range of options which include:

- Discussions with appropriate people in the parish or Diocese
- Clergy and LLM Counselling Service
- Mediation
- Clergy Disciplinary Measure
- Specific training.

Once you have decided on a proposed route to seek a solution, the Adviser will continue to support you through the process. The process is confidential, and every step will be with your consent.

### How do I access it?

If you need to use this service please contact one of our trained advisers by phone or email. Do leave a message and they will contact you:

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