

We are committed to ensuring that safe and supportive environments are provided to everyone connected to the work of The United Church of Canada.

Contact Us

Toll-free: 1-800-268-3781, select **option 7**
Toronto: 416-231-7680, select **option 7**
E-mail: ComplaintResponse@united-church.ca

Harassment, Discrimination, and Sexual Misconduct Complaints in the United Church

We Can Help

Evening and morning and at noon
I utter my complaint and moan,
and God will hear my voice.

Psalm 55:17

The United Church
of Canada



L'Église Unie
du Canada

February 2025

How to File a Complaint

Have you experienced discrimination, harassment, bullying, violence, or sexual misconduct in the church? If so, this conduct is a violation of our *Creating Safe and Respectful Environments Policy* and should be reported by phone or e-mail to The United Church of Canada Complaint Response at:

Toll-free: 1-800-268-3781, select **option 7**

Toronto: 416-231-7680, select **option 7**

E-mail: ComplaintResponse@united-church.ca

In some instances, you may be unclear about whether your concern falls under the *Creating Safe and Respectful Environments Policy*. You are encouraged to review the Policy and applicable legislation to help you determine next steps. You may also contact a consultant and ask general questions about how the Policy is applied. More information on the Policy and Consultants is provided within this brochure.

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What Is the Creating Safe and Respectful Environments Policy?

The *Creating Safe and Respectful Environments Policy* has been created to ensure that safe and supportive environments are provided to everyone connected to the work of The United Church of Canada.

This Policy applies to all communities of faith and congregations, and to the General Council and Regional Council offices, as well as other church organizations that choose to adopt this Policy.

The United Church of Canada is committed to providing safe environments for work, worship, and study that are free from discrimination, harassment (including bullying), violence, and any form of sexual misconduct. These actions are contrary to God's desire for life in all its fullness for all people and will not be tolerated by the United Church.

The United Church of Canada is called to create safer spaces, to engage in healing, and to restore right relationships in situations where standards have not been upheld. Jesus taught God's way of mutuality and respect, calling people to create and sustain life-giving relationships based on the dignity of each person.

How to Find the Policy

The *Creating Safe and Respectful Environments Policy* and operating procedures are available on the [Handbooks and Guidelines](#) page of united-church.ca in "The Manual and Related Resources" section.

National Consultants

The list of trained consultants and their contact information is available on the United Church's [Safe Spaces for Worship and Work](#) webpage (scroll down to Downloads).

Consultants are trained resources who can assist in answering general questions about how the Policy is applied and can assist the complainant or the respondent in navigating through the complaint process.

Consultants will offer assistance in drafting the complaint or the response and will continue to support communication as the process unfolds.