



Jerusalem Grand Chapter

Order of the Eastern Star

State of Florida and Jurisdiction, Prince Hall Affiliated

Under the Protection of
The Most Worshipful Union Grand Lodge of Florida, Belize, Central America
and Its Jurisdictions, Incorporated

Sister Dr. Tracy A. Thomas

Free and Accepted Masons, Prince Hall Affiliated

Brother Raymond Cromartie, Jr.

Grand Worthy Matron

The Honorable Jeffery G. Jones
The 19th Most Worshipful Grand Master

Grand Worthy Patron

Jerusalem Grand Chapter Complaint Packet

The Jerusalem Grand Chapter Complaint Packet should be utilized when making a formal complaint to obtain a resolution to your concerns. If you do not know the source of your complaint, this form should not be used until the source of your concern is identified.

Before Reporting Concerns:

1. Try to **REASON** with your Sister.
2. Follow the line of Protocol in reporting your concerns if trying to reason fails.
 - a. Worthy Matron
 - b. District Deputy Grand Worthy Matron
 - c. Zone Coordinator
 - d. Grand Worthy Matron
 - e. Grand Worthy Patron
 - f. Grand Master

All Concerns must be in writing on the Complaint Form attached:

(Duplicate the Complaint Form as needed.)

Complaint Form

Date_____

Deputy_____

Chapter_____

Name of Worthy Matron_____

Contact Information_____

Name of person filing Complaint _____

Contact Information_____

Name of person who you are complaining about

Contact Information_____

(Be certain to write the name of the person who the complaint is based on, not someone who repeats hearsay or is an informant. A meeting will be scheduled between you and the person(s) who you know by specific evidence is (are) causing a problem.)

Write details of concern below:

This image shows a blank sheet of white paper with a blue border. The paper is ruled with 20 horizontal black lines, spaced evenly down the page. The lines are parallel and extend across the width of the page, leaving a small margin at the top and bottom. There is no text or other content on the page.