

The System of Escalation in Case Processing in Europe involves the following steps:

1. A complainant, after availing/exhausting applicable/local means, brings a complaint to the Intake Officer with or without the intention of escalation/appeal.
2. The Intake Officer assesses the complaint and presents available options (IR, LMO, JMEC, etc.) to the complainant.
3. If JMEC is chosen, the Intake Officer contacts JMEC's Standing Committee (SC).
4. The SC decides whether to accept the case.
5. If accepted, a Case Manager is assigned.
6. The Case Manager oversees investigation, panel review, and decision-making.
7. The decision can be appealed. Standing Committee directs to Appeals Committee.
8. Records are maintained by the Records Committee.

Intake Officer – Provided by ISKCON Resolve Ombuds:

Skills Required	Functions	Key Notes
<ol style="list-style-type: none"> 1. Impartiality and discretion 2. Strong communication and listening skills 3. Knowledge of ISKCON Law and avenues 4. Organizational skills and attention to detail 5. Cultural sensitivity 	<ol style="list-style-type: none"> 1. First point of contact for complaints 2. Conducts preliminary assessments to determine whether the matter falls within ISKCON's jurisdiction. 3. Gathers information and clarifies complaints 4. Explains process and confidentiality 5. Documents and triages cases 6. Identifies risks and escalates concerns 	<ol style="list-style-type: none"> 1. Parties are informed of options for civil/criminal action 2. Internal proceedings are withheld if matter is sub judice in a secular court

The Intake Officer receives and logs complaints, assesses jurisdiction and procedural compliance, and redirects cases as needed. They communicate with submitting parties, clarify information, and screen for conflicts of interest, ensuring a smooth process. The officer coordinates between parties and forums, maintaining follow-up as necessary.

ISKCON Justice Ministry European Committee (JMEC)

The JMEC System of Case Processing involves several steps:

1. **Intake and Preliminary Assessment:** A complaint or appeal is received and checked for jurisdiction and completeness.
2. **Case Assignment:** A Case Manager appoints an investigator and a panel (3-5 members) who are trained to handle such cases.
3. **Data Gathering and Investigation:** The investigator collects evidence, maintains confidentiality, and ensures parties have the right to notice, respond, and reply.
4. **Analysis and Deliberation:** The panel reviews evidence to check that it is:
 - Credible (testimony is reliable)
 - Consistent (see if testimonies are conflicting or not) assesses violations of ISKCON Law, Code, or principles, and makes conclusions and recommendations.
 - Substantial (enough evidence to make a decision)
 - Comprehensive (all the evidence that exists is included) assesses violations of ISKCON Law, Code, or principles, and makes conclusions and recommendations.
5. **Decisions and Recommendations:** The panel makes a decision based on comprehensive, fact-based reasoning, and determines requirements.
6. **Communication:** The JMEC Communications issues the decision, notifies parties, and informs authorities for disciplinary measures or innocence of parties involved.
7. **Compliance and Monitoring:** The case is periodically reviewed for compliance, and restrictions or requirements are revised as needed. All findings are archived by the Records & Oversight Committee.

This process ensures a fair and thorough handling of cases within ISKCON Europe. The JMEC processes cases through intake, review, investigation, adjudication, appeals, and decision communication, ensuring fairness and spiritual soundness. It serves as ISKCON's appellate body

within Europe, overseeing local and regional justice mechanisms.

Committees Under the JMEC:

Standing Committee	Oversees justice initiatives, reviews policies, provides strategic input, coordinates with local committees, and liaises with the Intake Officer to delegate cases to a Case Manager.
Appeals Committee	Reviews and manages appeals, assesses admissibility, appoints Appeal Panels, and coordinates with the Case Manager and Records Committee.

Education & Advisory Committee	Conducts workshops or seminars on ISKCON justice and conflict resolution.
	Assesses where there is need in clarity in the leadership about the process of adjudication in Europe.
Records & Oversight of Adjudication Committee	Conducts reviews of Panelist decisions, archives appeals, prepares annual reports, and audits JMEC's performance and consistency decisions.
Communications Committee	Handles JMEC's official communications, managing statements, and notices, while ensuring clarity, and confidentiality in all correspondence with parties involved.
Finance Committee	Handles JMEC's financial management, including budget development, financial monitoring, expenditure approval, and reporting, while ensuring proper controls and advising on financial policies and sustainability.

The Justice Ministry European Committee (JMEC) has the Right of Refusal, allowing it to decline cases or appeals that do not meet certain criteria. These criteria include lack of jurisdiction, local remedies not being exhausted, procedural non-compliance, frivolous or malicious claims, previously resolved matters, pending legal proceedings, and conflicts with ISKCON Law or mission. The JMEC must exercise this right carefully, ensuring it's not used to silence valid concerns, and should redirect submissions whenever possible.

The grounds for review or appeal include procedural error, new evidence, disproportionate outcome, bias or conflict of interest, and misinterpretation of policy or facts.

Case Managers play a crucial role in managing grievance and justice processes, serving as liaisons between parties, ensuring procedural timelines, and maintaining confidentiality. They must possess certain qualifications, including knowledge of ISKCON policies, impartiality, and strong communication skills.

The JMEC outlines offences and consequences, categorizing them into spiritual misconduct, moral or ethical misconduct, abuse of authority, financial misconduct, and more. The JMEC also ensures the principle of double jeopardy is upheld, and individuals are presumed innocent until proven guilty through a fair process.