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# Godly Play UK

# Complaints Procedure

Godly Play UK is dedicated to growing, maintaining, promoting, and protecting the Godly Play UK method. This includes ensuring that courses, workshops and presentations are of the highest quality and adhere to accepted standards, values and good practice.

We take complaints about our work, our people and our levels of service very seriously. If you are not satisfied, please discuss your concern in the first instance with your Godly Play contact to work with them to reach an informal and amicable resolution. If you are still not satisfied then please follow the process for raising a formal complaint.

**What information we’ll need from you:**

Please note that it is advisable to place complaints in writing, where possible. To ensure your concerns are comprehensively covered, write a clear, detailed description of what your complaint is about. Include:

copies of any letters or emails related to the complaint

your email address and or postal address (so we can reply)

a contact telephone number

**How to make your complaint**

Write or email this information to:

Sheila Rogers, Administrator, Godly Play UK, 8 Waring Way, Dunchurch, Rugby, CV22 6PH

admin@godlyplay.uk

If you need help to put your complaint in writing, please let the Administrator know.

**What happens next?**

The Administrator will send you an email acknowledging your complaint.

The Administrator will forward your complaint on to one of the Trustees of Godly Play UK to begin the investigation.

Our complaints process has 2 stages:

**Stage 1**

* The Trustee will investigate, with a target of responding to your complaint within 21 working days
* It may be necessary to collect more information which will take a little longer but you will be advised if this is the case.
* You may be asked for more information or invited to a discussion with the Trustee, usually by telephone.
* The Trustee will then write to you explain their findings.
* You will have the opportunity to respond.

If you are not satisfied with the Godly Play UK response, you must write again to the Administrator explaining why this is the case and requesting Stage 2 of the Complaints Procedure.

**What happens next?**

The Administrator will send you an email acknowledging your complaint.

The Administrator will forward your complaint on to The Chair of Trustees and one other of the Trustees of Godly Play UK to review.

**Stage 2**

* The Chair and the Trustee will investigate, with a target of responding to your complaint within 21 working days
* It may be necessary to collect more information which will take a little longer but you will be advised if this is the case.
* You may be asked for more information or invited to a discussion with the Trustees, usually by telephone or by Zoom.
* The Chair of Trustees will then write to you to explain their findings.
* The decision of the Chair of Godly Play UK will be final.

GP UK Is a registered charity.

If you wish to take the complaint further then please see the Charity Commission website: <https://www.gov.uk/complain-about-charity>

This is the Charity Commission advice:

Complain to the charity directly unless you suspect illegal activity, like terrorism or abuse. **Contact the police on 101 if you suspect illegal activity.**

**Other serious complaints**

Report serious concerns to the Charity Commission, for example if a charity is:

* not doing what it claims to do
* losing lots of money
* harming people
* being used for personal profit or gain
* involved in illegal activity

**Fundraising complaints**

Contact the Fundraising Regulator to complain about:

* the way you’ve been asked for donations
* how fundraisers have behaved

<https://www.fundraisingregulator.org.uk/complaints>

**Advertising complaints**

Contact the Advertising Standards Authority to complain about:

* an advertising campaign you think is offensive, deceptive or inaccurate
* the amount of emails or mail you get from a charity

<https://www.asa.org.uk/>

**Please note:**

**Charity trustees in England or Wales have a duty to report serious incidents to the Charity Commission. Godly Play UK Trustees take this duty seriously.**

**GPUK March 2025**