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# Grievance Procedure

# Godly Play UK is dedicated to growing, maintaining, promoting, and protecting the Godly Play UK method. To this end, a commitment to co-operation and working together is vital to our ethos and our flourishing.

Godly Play UK is not an employer. As a charity, our work is overseen by a board of trustees. A great deal of our work is undertaken by our volunteers and in addition, we use self-employed trainers, an administrator and a bookkeeper on an individually contracted basis, submitting invoices for the work they undertake on behalf of the charity.

All our self-employed trainers sign a trainer agreement specifying the roles and responsibilities of the Godly Play UK Trustees and Godly Play Trainers. This commits both the Trust and the trainers to

* work consistently to maintain honest and open relationships within Godly Play UK
* contribute to the safe and playful atmosphere of the overall organisation

## Dealing with grievances informally

If you have a grievance or complaint about your work or someone you work with you should start by speaking with a trustee wherever possible. It may be possible to identify a solution informally between you.

## Formal grievance

If the matter is serious or you wish to raise it formally you should put the grievance in writing and send it to the Trust’s Administrator. You should keep to the facts and avoid language that is insulting or abusive.

## Grievance hearing

You will be invited to a meeting, of which a record will be kept, with two trustees, usually within 5 working days, to discuss your grievance. You have the right to be accompanied by a colleague or friend.

After the meeting the trustees will give you a decision in writing, usually within 24 hours.

If the trustees needs more information before making a decision, they will inform you of this and the timescale.

## Appeal

If you are unhappy with the decision on your grievance you can raise an appeal. You should tell the trustees who were present at the hearing.

You will be invited to an appeal meeting, normally within 5 working days, with the Chair of Trustees and another trustee. You have the right to be accompanied by a colleague or friend.

After the meeting the Chair of Trustees will give you a decision, usually within 24 hours. The Chair’s decision is final.