



Wycliffe Associates (UK)

Registered Charity No: 1007772

Grievance Procedure

Policy Owner: Operations Director

Authors: Paul Hicks

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Objective

This procedure is designed to ensure that all members of Wycliffe Associates (UK) Trust (WA) have an opportunity to raise formally with the management team any grievance relating to their work or any complaint regarding WA or another WA member.

Introduction

WA was founded to serve Christian workers operating overseas by using the skills of its members volunteering from home. As such, it expects all its members to be committed Christians who submit themselves voluntarily to each other as brothers and sisters in Christ, and to Jesus Christ as their Lord and Saviour.

At the same time, WA recognises that all human beings are fallible and, from time to time, cause offence and pain to others. This procedure is designed to apply practical principles of Christian living to all its members, seeking forgiveness and reconciliation where possible but applying realistic sanctions where necessary and appropriate.

Procedures

Initial Action

Where any member is caused hurt or offence by the words or actions of another member (or members), the injured party is encouraged to express this to the member(s) concerned. If necessary, the injured party should seek the support and assistance of another WA member in doing this.

If the matter is so serious that the injured party believes that this initial action would be futile or inappropriate, the injured party should move straight away to secondary action. (See below for more details.)

If this approach is rejected by the offending party, the injured party should seek advice from his or her coordinator. (If the coordinator happens to be the offending party, the injured party should go directly to the Operations Director.) Advice may also be sought from the WA Liaison Assistants or the Director's Assistant (Personnel).



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If the complaint concerns a member's work (or criticism of it), or any working practice in use by Wycliffe Associates (UK), the injured party should raise the matter initially with the appropriate Liaison Assistant or directly with the Operations Director.

Secondary Action

Where an initial attempt to seek reconciliation has been made without success (or has been thought inappropriate), the injured party should make a written record of the substance of the complaint, providing where possible details of the location, time and date when the incident occurred, any words or actions used, any other people present (whether WA members or not) and any other relevant information.

The injured party should then send this written complaint (by email or normal post) to the Operations Director. On receipt of such a complaint, the Operations Director will nominate a liaison assistant, coordinator or other recognised post holder within WA to assist him or her with the investigation. If the Operations Director is unavailable for some reason, responsibility for the investigation will pass to the Director's Assistant (Personnel).

The investigators will arrange separate interviews with both the injured party and the offending party in an attempt to establish the facts of what happened and to understand the hurt that has been caused and any factors that motivated or influenced the two parties to come into conflict as they did.

The investigators will then seek reconciliation between the two parties. If this takes place, the Operations Director will take whatever action is deemed appropriate to avoid any further problems and will record the result, then file the report under confidential cover for three years. After this time, the report will be destroyed.

If no reconciliation is possible, even after much prayer, the Operations Director will submit a report to the trustees with a recommendation that one or more of the parties involved should be disqualified from membership of WA. It will then be for the trustees to decide on an appropriate course of action.

Criminal Offences

Wherever it appears that the words or actions of a WA member may amount to a criminal offence, the injured party is encouraged to make a formal complaint to the police. Again, if necessary, the support and assistance of another WA member should be sought.

Where any member reports such an incident to a coordinator, liaison assistant or any other person holding a recognised post within WA, that person will be expected to report the matter to the police, either in support of the injured party or on their own behalf as a post holder in WA.



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Appeals

The decision of the trustees in relation to a person's membership of WA will be final. However, if a complaint concerns the actions of WA itself (as an organisation) an aggrieved party may contact the Charity Commission to express concern or receive advice on making a formal complaint to the Commission.

The address of the Charity Commission is:

Charity Commission Direct
PO Box 1227
Liverpool
L69 3UG

www.charity-commission.gov.uk/About_us/Contacting_us/default.aspx