

The Glastonbury Goddess Temple Grievance Process

The Structure of the Temple and who this process applies to

The Glastonbury Goddess Temple is a not-for-profit organisation, managed by three core groups of people: Temple Weavers (a mixture of volunteers and paid staff), Temple Tingleers (paid staff and associate tutors), and Temple Directors (a mixture of staff and volunteers). The Temple is also supported locally by the wider group of Temple Melissas, regular volunteers who serve in the Temple.

The Temple has developed this process in order to improve our ability to manage disputes, complaints and grievances between those within the organisation.

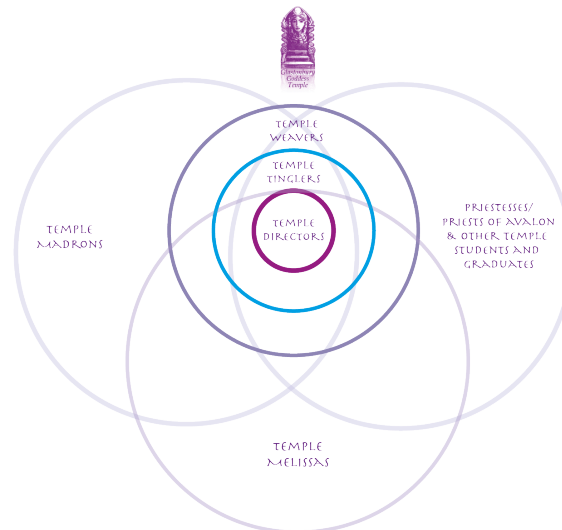


Figure 1: The structure of the Glastonbury Goddess Temple management and major supportive groups (2020).

This grievance process has been developed to apply to the following people:

- Temple Staff
- Temple Weavers
- Temple Directors
- Temple Melissas
- Temple Tutors
- Temple students (current and past), including those on online and in-person courses
- Goddess House therapists
- Any other Temple volunteers

Glastonbury Goddess Temple is only able to deal with grievances between those involved directly in the Temple, as given in the list above.

Step One - Dealing with Disputes informally

If you, as someone who is included in the list above, have a dispute, grievance or complaint to do with the Temple, wherever possible:

1. **Discuss your grievance directly with those who are involved.** It may be a misunderstanding, a miscommunication, or a lack of clarity over our policies and procedures, your role, needs or abilities.
2. **Advocate** -if for any reason you feel unable to approach those involved directly, please call on the most appropriate person as your 'Advocate'. If you are a staff member, this may be your manager. If you are a Melissa, this may be the Melissa Mother/Father. If you are a student, this may be a fellow student, course tutor, or course 'lovely'.

Call on your advocate for support in finding a solution informally between you and the person(s) you have grievance with.

You may ask your advocate for assistance in setting up a personal clearing meeting (see below) if appropriate.

3. **Personal meeting proposal** –

You or your advocate may organise a facilitated meeting for your complaint to be heard. This can take one of three formats:

(1) Luminary Clearing Conversation – facilitated by a Luminary facilitator. This is a safe face-to-face system to use with the person you are taking the dispute/grievance/ complaint out against. (See Appendix 1 for a description).

(2) Individual clearing meeting – an opportunity for you to be heard as an individual, with a neutral facilitator and your advocate if you wish

(3) Group clearing circle - an opportunity for you and those person(s) you are taking the complaint against to be heard, in a small group setting with facilitators(s)

This can either be self-organised or organised informally with the assistance of the Temple Mediation Circle (see below).

Wherever possible this meeting should be in person.

If none of these options feel possible or appropriate after discussion with your advocate, or if they do not work to resolve the issue, then proceed to step two.

Step Two - Formal Grievance/ Dispute/ Complaints Procedure

If you wish to raise the matter formally, you must set out the grievance in writing to your Temple Manager/Tutor. Please stick to the facts and avoid language that is insulting or abusive.

Where your grievance is against your own Temple Manager/Tutor, then send your grievance to Temple Mediation Circle via the email address info@goddesstemple.co.uk or to the Temple postal address. You may also be referred to the Meditation Circle via your manager.

They will endeavour to resolve the situation **within fourteen days**, e.g. by communicating with the person(s) involved, updating policies, or issuing written warnings (if appropriate) regarding obvious misconduct. If on the second written warning, this action fails, or if it is not appropriate, a Grievance hearing will be called.

Step Three - Grievance/ Dispute/ Complaints hearing

A neutral Temple Facilitator who is not involved in the dispute will be appointed by the Temple directors to manage your grievance hearing. In rare cases an external mediator (not involved in the Temple) may be called on to facilitate, and any consultancy costs will be split between the Temple and the persons involved.

The Facilitator will contact you **within fourteen days** of your written submission. You will be able to bring an advocate (see above) with you to this meeting.

The general format of the grievance hearing takes place as two people putting their case forward to an independent person, who listens and makes a judgement from what they are given by both people.

After the meeting the Facilitator will decide if they need to gather further information before making a decision. If this is necessary they will inform you of this and the likely timescale involved.

If no more information is needed they will give you a decision in writing, normally **within three days**.

Appeal

If you are unhappy with the decision and you wish to appeal you should let the Facilitator know.

You will be invited to an appeal meeting, normally **within fourteen days**, and your appeal will be heard by the Temple Directors (our most senior decision-making Team).

You have the right to be accompanied to the appeal meeting by an advocate.

After the meeting the person heading the Appeal will give you a decision, normally **within 3 days**. This decision is final.

The Glastonbury Goddess Temple

December 2020

Appendix 1: Luminary Clearing Conversation Process

The Clearing Conversation is a process for two people to come together to discuss their relationship from the perspective of understanding and clearing any issues that have arisen. At its core a Clearing Conversation involves coming to individual and mutual clarity about where the two of you are at in relation to each other.

In this conversation you are not trying to develop your relationship. The purpose is genuinely “a clearing”- to clear the air, to clear the past, to clarify unresolved issues or conflicts - whatever is arising between the two of you. Clear means you that you each understand the other as best as possible and this understanding supports working/being with each other more effectively and with more ease.

The focus is on exploring, sharing and clarifying the nature of your relationship without any venting, judging, interpreting, reactivity, blaming, or giving of advice. Clearing happens through real, honest, authentic, sincere, open and direct sharing.

It can be supported through grappling with any difficulty, conflict, confusion and wounding in the relationship.

Ideally the Clearing Conversation is a process to clear past history and to prevent it from accumulating in the future. Identifying and clarifying whatever is muddy, rusty, un-clear, constricting, conflicting, blocking or painful between you both. If you can, try to clear any reactivity, positive transference as well as negative transference. It is not necessary to feel good or friendly or warm, but it is very important to feel clearer with each other and to leave the Clearing Conversation with your relationship in a more honest, authentic, connected, open and truthful place.

HOW to carry out the Conversation

1. Agree length of time of conversation before beginning and honour agreed time
2. Take time to BE Present before beginning
3. If you choose, smudge each other in Presence
4. Bow to each other then have 2 minutes of silent eye contact (*more if you choose*)
5. One person speaks for up to 10 minutes, the other listens. Then the other does the same. Each says what they want to say without the other responding
6. Then share together in an iterative back and forth process for the rest of time agreed

*Neither contributions, at any point, should become a lengthy monologue
Wait until the other person finishes speaking. Do not dominate or interrupt.
Stay present, keep breathing and genuinely listen
Anyone can slow the process down or ask for a brief break if they need it
If one person calls for a pause, honour that, otherwise, persevere until you both feel
clear
If it is taking longer with not enough time to finish, or you become stuck, then
pause, fix a time to come back to hold another conversation at a later time
You may agree to disagree, or to respect your differing views - consensus is not
essential
7. Together come to a completion that suits you both to end gracefully*

Attitude of the Clearing

Goddess Knows and Holds

Know that you are held by Goddess and she knows what is needed here as we are but vessels for her love, truth and wisdom if we are able to witness our own egoic patterns. Whatever is triggering us in another is also within ourselves.

Remember to Keep Present, Keep Breathing and Use Silence

Stay as present as you can throughout the clearing, keep breathing and use silence when it helps you both.

Love of Truth

Be curious about who this person before you really is, beyond images, stories, dramas, projections & judgements. Be realistic and open to change at any point.

Be Authentic and Sincere

Find out what is real in the relationship. Risk seeing yourself in a new way. Be compassionate and considerate of the other person's state and their capacity to hear you. Speak from your own highest/deepest truth.

Boundaries

Respect your own boundaries and limits, AND those of the other person.

Be specific, concrete, and objective.

Not abstract or philosophical. Not interpreting, analyzing, judging or telling the other who they are or what they "should" do. Avoid oughts, shoulds etc. Take responsibility for your own reactions.

Be Courageous

Name your own challenge, issue, conflict, dissonance, wounding or pain - exactly as you are experiencing it - with full ownership that it belongs to you.

Do not discharge or emote

You do not need to outpour everything or need to tell it all. If you see a transference, by you or them, you can simply acknowledge it and not go into the whole story and all the details. Draw on your emotional intelligence and spiritual intelligence in the conversation.

You can work through your discharge of emotions elsewhere.

Conclusion

Remember the aims are to get clear, not necessarily to feel warm or loving or fully resolved. Also to leave the Clearing Conversation with your relationship in a more honest, authentic contactful, open, and truthful place.

Lynne Sedgmore 2018