

MANCHESTER CENTRE FOR BUDDHIST MEDITATION CONCERNS AND COMPLAINTS PROCEEDURE

1. Introduction

1.1. We aim to offer a high level of care and attention to the teaching of meditation in all our classes, courses and associated activities, under the auspices of the Manchester Centre for Buddhist Meditation Trust.

1.2. However, we recognise that, in order to maintain, develop and improve the quality and delivery of our courses, we need to receive constructive feedback and be kept informed of any problems experienced by those to whom we teach meditation.

1.3. The Trust takes seriously any feedback, concern or complaint received and to resolve problems through the effective use of this Concerns and Complaints Procedure. We endeavour to make those whom we teach aware of this procedure and will provide a copy of the procedure on request. If a complaint alerts us to possible abuse or neglect, we will alert the adult safeguarding officer who will decide how to investigate.

1.4. In appropriate cases we may suggest the involvement of a trusted third party to help resolve any disagreement.

2. Our Policy

The Manchester Centre for Buddhist Meditation Trust:

2.1. Welcomes and recognises the value of comments – positive and negative – made in good faith on what it does, as such feedback and suggestions can help us to review and improve what we offer.

2.2 Treats all concerns and complaints seriously and in confidence.

2.3. Ensures that all trustees, teachers and employees are aware of the concerns and complaints procedure, its significance and their responsibility for fulfilling its commitments.

2.4. Investigates concerns and complaints quickly, thoroughly and in a fair and honest way.

2.5. Ensures the appropriate person deals with the concern or complaint, and that the complainant is notified of the name of the person dealing with their complaint, when it is acknowledged, within five working days of the complaint being initially received.

2.6. Keeps the complainant informed about the progress of the concern or complaint and any action taken as a result of investigation.

2.7. Takes action to minimise the chances of the problem recurring.

2.8. Tries to learn from mistakes by monitoring the type and frequency of concerns and complaints and takes them into account when planning ahead.

2.9. This policy will be reviewed annually and updated as appropriate.

3. How to raise a concern or complaint

You should set out your concern or complaint clearly and precisely, giving as much detail as possible, including: the date, who was involved, the circumstances leading up to your concern or complaint being made, and the exact nature of your concern or complaint. Please also attach copies of any previous correspondence sent and/or responses received that are relevant to the concern or complaint being made.

The stages of the procedure are:

Stage 1:

Contact both of the Complaint Officers in writing by email with the information as above:

- Francis Beresford fab@doctors.org.uk
- Fiona Thomas fiona@buruda.demon.co.uk

If your complaint involves one of the Complaint Officers, please email the other one. We will acknowledge your contact within 72 hours and, in most cases, expect to respond fully within two weeks.

Stage 2:

If you are not satisfied with the response at Stage 2, or your concern or complaint refers to both Complaint Officers, please contact the Chair of Trustees, Tracey Bochenski: tracey.bochenski@hotmail.com

The Chair will review the situation, taking into account all the information received and any previous action taken by the organisation; consult all non-involved Trustees, and make a considered response usually within three weeks.

The decision of the Chair and Trustees will be final.

Last reviewed: Feb 2020