# **Complaint Procedure**



#### 1. Introduction

We always aim to provide a high standard of care in all our services. Our staff, supervisors, trainers, retreat leads, supervisee, trainees and retreatants views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

If a complaint alerts us to possible abuse we will act in accordance with our safeguarding policy.

#### 2. Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone, including our staffing team or those receiving our services, may make a suggestion. Suggestions will be considered by the relevant Lead and we have a standing agenda item in our monthly staff meeting to discuss suggestions anonymously.

Please email <u>info@mindfulness-network.org</u> if you have a general suggestion, who will direct your suggestion to the appropriate person.

## 3. Making a complaint

We aim to handle complaints in an effective, fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence, according to our data protection and safeguarding policies.

The MN assures that it will not withdraw or reduce work or services because someone makes a complaint in good faith.

#### 4. Who can complain

Anyone affected by the way The MN delivers and provides services can make a complaint.

#### 5. How you can make a complaint

You can complain:

- verbally through a member of our staff/supervision/training/retreat team (where someone complains verbally, we will make a written record and provide a copy of it)
- by letter to the charity address:

The Mindfulness Network, PO Box 3647 Barnet

Barnet







# 6. Anonymous complaints

We deal with anonymous complaints under the same procedure. However, it is better if you can provide contact details, so we can tell you the outcome of our investigation.

#### 7. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than six months later, we may not be able to investigate properly. However, we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### 8. Responsibility

The Executive Director has overall responsibility for dealing with all complaints made about the organisation and will report all complaints to the board of trustees,

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

## 9. How we handle complaints

Acknowledge

 We will acknowledge a complaint within 5 working days and give you the name and contact details of the Lead who will investigate the complaint with the oversight of the Executive Director.

Investigate

 The Lead and Executive Director will investigate the complaint and keep you informed. We aim to have all complaints finished within 2 months unless we agree a different time scale with you.

Respond

- When we have finished investigating, we will offer to speak to you to discuss the outcome, and email you with:
- details of the findings; any action we have taken; and our proposals to resolve your complaint.

Follow up

 If there are there any further responses to be made after discussion/liaison with you, these will be made.

Action and Closure

• The complaint actions will be documented and acted upon. The complaint will be closed. The actions from the complaint and learning are shared with the team in the monthly team meeting.

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Board of Trustees, making contact with Ken Lunn <a href="mailto:ken@mindfulness-network.org">ken@mindfulness-network.org</a>.

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