

# 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 [info@mindfulness-network.org](mailto:info@mindfulness-network.org) 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:  
1b Vincent House  
136 Westgate  
Wakefield  
WF2 9SR

## 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 twelve 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.

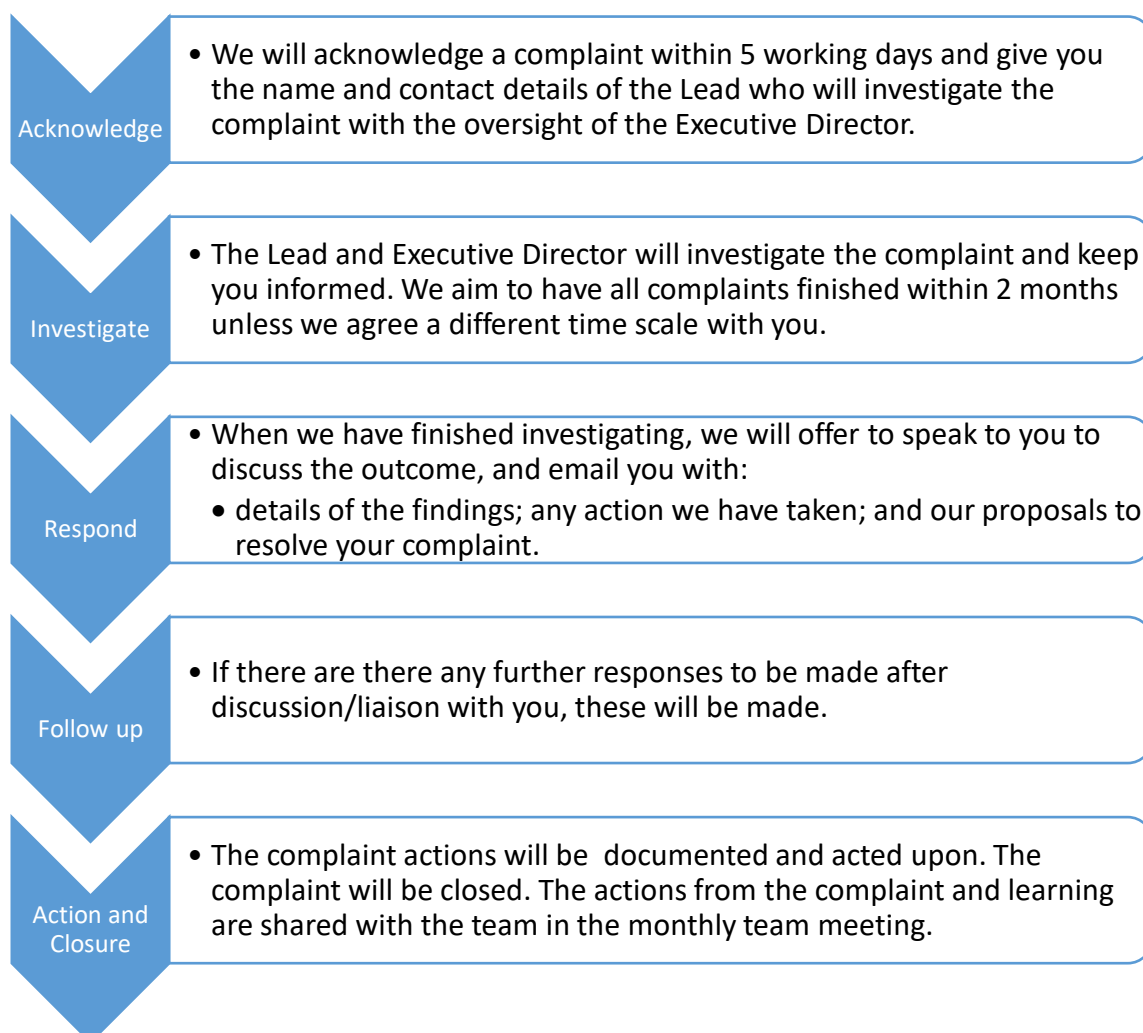
## 8. Responsibility

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



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 [ken@mindfulness-network.org](mailto:ken@mindfulness-network.org).

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