

Meditation in Action

Complaints Policy

Policy statement

Receiving feedback and responding to complaints is an important part of improving Meditation in Action's accountability. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas. This policy is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. All complaints received will be reviewed by the full complement of trustees bi-annually to ensure total transparency regarding lessons learnt and actions taken.

Scope

This policy applies to Meditation in Action and is global in its application. A complaint can be made by any trustee, programme facilitator, supporter, volunteer, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction or concern about the standards of service, actions or lack of action, by Meditation in Action. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern about the behaviour of trustees, programme facilitators or associated personnel

NB: Associated personnel includes, but is not limited to, volunteers, programme visitors, supporters

This policy also covers complaints regarding bullying and harassment.

A complaint has to be about some action for which Meditation in Action is responsible or is within our sphere of influence.

A complaint is **not**:

- A general inquiry about Meditation in Action's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from a Meditation in Action service e.g. a newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Who can make a complaint?

This policy is global in application. A complaint can be made by:

- A trustee
- A programme facilitator
- Any supporter or volunteer
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Procedures for making a complaint

It is hoped that most complaints or concerns will be dealt with informally by trustees, programme facilitators or associated personnel at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

How to make a complaint

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf.

Complaints should be sent to the Chair of Trustees at care@meditationinaction.org

We will acknowledge and provide a response to your complaint within 20 working days of receiving it. We expect to be able to resolve most complaints within that time frame, but if we need to conduct a more in depth investigation, we will aim to provide a full response within 25 working days. If we are unable to meet that deadline due to exceptional circumstances, we will let you know and when you can expect a response.

Complainers who remain unsatisfied by the complaint response can decide if appropriate to refer the complaint to mediation, facilitated by the Charity. An independent third party or

mediator can sometimes help resolve complex complaints. Mediation is a voluntary process where the mediator helps two or more people in dispute to attempt to reach an agreement. Any agreement comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. The mediator is in charge of the process of seeking to resolve the problem but not the outcome. The complainer can also if they wish, consider in appropriate cases making a complaint to the Charity Commission (England and Wales).