



# The Samatha Trust

## Concerns and Complaints Procedure

### 1. INTRODUCTION AND SCOPE

- 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 Samatha 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 Samatha Trust will take 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. The Samatha 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. Will treat all concerns and complaints seriously and in confidence.
- 2.3. Will ensure 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. Will investigate concerns and complaints quickly, thoroughly and in a fair and honest way.
- 2.5. Will ensure 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. Will keep the complainant informed about the progress of the concern or complaint and any action taken as a result of investigation.
- 2.7. Will take action to minimise the chances of the problem recurring.
- 2.8. Will try to learn from mistakes by monitoring the type and frequency of concerns and complaints and taking 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

Please ensure all correspondence is clearly addressed to the appropriate person (indicated in the stages outlined below).

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

The stages of the procedure are:

#### Stage 1:

Contact the Samatha Administrator in writing by email:

[stage\\_1\\_concern\\_or\\_complaint@samatha.org](mailto:stage_1_concern_or_complaint@samatha.org)

who will forward your concern or complaint to the appropriate person. We hope to be able to resolve most concerns and complaints immediately, but will acknowledge your contact within five working days and in most cases expect to respond more fully within three weeks.

#### Stage 2:

If the problem is of a personal nature, or if you are not satisfied with the response at Stage 1, you should write to the Trustees with responsibility for concerns, complaints and safeguarding in writing by email to:

[concerns\\_and\\_complaints@samatha.org](mailto:concerns_and_complaints@samatha.org)

They will investigate and respond to you as soon as is reasonably practicable but within fifteen working days.

#### Stage 3:

If you are not satisfied with the response at Stage 2, or your concern or complaint refers to Trustees with responsibility for concerns, complaints and safeguarding raise the issue in writing with the Chair of Trustees email:

[samatha\\_trust\\_chairman@samatha.org](mailto:samatha_trust_chairman@samatha.org)

The Chair will review the situation, taking into account all the information received and any previous action taken by the organisation, consult the other trustees, and make a considered response as soon as reasonably practicable but within twenty five working days.