

## OMC Complaints Procedure

### Introduction

At the Oxford Mindfulness Centre (OMC), we are committed to providing the best possible service to our customers. We recognise that things sometimes can go wrong. When they do, we want to put them right as soon as possible and learn from what happened to develop and improve services and procedures.

The OMC is supported by a not for profit charitable Trust, the Oxford Mindfulness Foundation (OMF), for the provision of training, public classes and research. Any complaints will be dealt with under this structure.

### Preliminary Enquiries – Stage 1

If you are considering whether to make a complaint, you are very welcome to make preliminary enquiries, or have informal discussions by telephone or by appointment with the OMC's Operational Manager, ([annette.bland@psych.ox.ac.uk](mailto:annette.bland@psych.ox.ac.uk) or 01865 613141) to see whether we can meet your concerns, quickly and informally.

If, however, you feel that a complaint has not been dealt with satisfactorily at this level or if the problem is of a more serious nature, then you should follow the formal procedures set out below.

Normally, your complaint will only be seen by those considering your complaint at each stage. However, during investigation approaches may be made to others in seeking information from all perspectives. Confidentiality will be respected as far as possible.

### Making a formal complaint – Stage 2

The second stage is for you to write to the Director of the OMC (Professor Willem Kuyken, at the address above – please mark as confidential) to consider your complaint, with the aim of dealing with your concerns promptly and fairly. Within this letter please ensure that you state the nature of complaint, give relevant details of dates and if appropriate name the member(s) of staff concerned.

A complaint should be made as near as possible to the events concerned, usually within a month, and in exceptional circumstances no later than within a year of the incident to which it refers. The person complained against will be notified of the complaint.

In making the complaint, it is helpful for you to give an indication of your desired outcome. You should also indicate the outcome of any action you have already taken to raise and resolve the matter directly with the person(s) complained against.

On receipt of the complaint, the Director of the OMC will consider the complaint and make a judgement on the complaint within 10 working days of receipt.

Normally if the Director upholds the complaint, he will procure so far as possible such remedy as they consider fair and equitable in all the circumstances, which may include:

- A full explanation
- An apology (which is not an admission of liability)
- The matter put right if possible
- If appropriate, disciplinary action may be taken

### **Making a Formal Complaint - Stage 3**

If you decide you wish to pursue your complaint, you should contact the Director of the OMC within 20 working days of learning the outcome of the investigations under stage 2.

You may then appeal to a Panel, convened by the Chair of the Board of OMF Trustees (usually with two other trustees of the OMF Board). To assist the panel, you will be asked to set out your grounds for appeal. The Panel will provide, normally within 15 working days, a full written report covering all the circumstances leading to the complaint, the investigation, brief reasons for the decision, and any remedy, a copy of which will be sent to you.

The Panel will invite you to make representations in writing on the written report within a further 15 working days. However, the decision of the OMF Panel is final.