



## **Complaints Procedure**

### **Introduction**

At the Oxford Mindfulness Centre (OMC), we are committed to providing the best possible service to our customers. We recognise that sometimes people might not be happy with decisions made or things can sometimes go wrong. When this happens, we want to communicate with you and help reach an agreeable resolve 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 person involved (if appropriate and applicable) or with OMC's Operations Manager - book appointments via [omcadmin@psych.org.uk](mailto:omcadmin@psych.org.uk) to see whether we can meet your concerns, quickly and informally.

If, however, you feel that your concerns have 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, this might include any support staff who work for those individuals – all of whom adhere to confidentiality policies. However, during investigation approaches may be made to others in seeking information from all perspectives. Confidentiality will be respected although depending on the nature of the complaint anonymity cannot be guaranteed, if this is a particular concern for you please highlight it in writing at the start of your communication.

### **Making a formal complaint – Stage 2**

The second stage is for you to write to the Operations Manager, please mark as confidential to consider your formal complaint. The OMC aim to deal with your concerns promptly and fairly. Within your 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. If relevant, 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 Operations Manager will consider the complaint and make a judgement on the complaint within 30 working days of receipt.

### **Making an Appeal – Stage 3**

Once you have received the formal reply from the Operations Manager you can choose to meet in person to discuss the outcome. If you are unhappy with the outcome of the investigation and the subsequent response you can appeal to the Director of the OMC within 30 working days of learning the outcome of the investigations under stage 2.

If the Director and you are unable to reach a resolve, the Director will take your 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 30 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. The decision of the OMF Panel is final.