



# Complaints Policy

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## **Complaints policy and procedure**

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Registered charity (Breathworks Foundation) no: 1131851

### **Introduction**

Breathworks is a mindfulness training and programme delivery organisation based in Manchester, UK, with a global network of teachers and trainers. Our organisation was born out of the Founders intentions to work creatively and compassionately for the good of the world. This policy is an expression of our organisations values.

### ***Part 1: Policy statement***

Breathworks aims to be a learning organisation and to provide a high standard of care in all our services. Everyone who uses our service is important to us and feedback really helps 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.

If you are puzzled or concerned by the way we have treated you, you may ask us for an explanation before deciding whether to make a complaint.

You may make a complaint about any aspect of our service regardless of whether you have asked for an explanation first.

If you wish to make a complaint, we have a simple procedure, which is provided on page 3.

As an Equal Opportunities organisation, we aim to treat everyone on their merits - irrespective of age, disability or impairment, race, ethnic or national origin, gender, marital status, sexuality, dependants or class. If you believe we may have discriminated against you on such grounds, we would be very concerned and would welcome the chance to investigate your complaint thoroughly.

## ***Part 2: Complaints procedure***

### Scope of the procedure

This Complaints procedure applies to complaints about the organisation from its trainees, teachers, course participants and customers. It does not apply to complaints from the organisation's staff or volunteers, which are considered under the organisation's grievance procedure.

### Principles underlying the procedure

#### **Openness**

Complaints will be fully investigated and recorded, all parties kept informed and the procedure publicised. Any member of staff referred to will be given the chance to comment or answer critical feedback. Complaints about staff may lead to action under the organisation's disciplinary procedures.

#### **Kindness**

We will be kind in all of our interactions during the complaints process and beyond and we treat all feedback as an opportunity for learning.

#### **Confidentiality**

The complainant may remain anonymous. If this is likely to limit the ability to follow up the complaint, the complainant will be told this and given assurances that any information they give will only be used for the purpose it is given and not shared with anyone else except with their permission.

### The complaints procedure

The procedure will have the following stages:

#### **1<sup>st</sup> stage – Informal discussion**

This will normally be between the complainant and a member of staff. It will attempt to establish that the complainant wants to make a complaint, what the complaint is and, if possible, to find a resolution to the complaint that all involved find acceptable. The first stage should take place as soon as possible and within no more than a week of the complainant raising the matter.

#### **2<sup>nd</sup> stage – Formal complaints**

If not satisfied, the complainant can register a formal complaint either verbally or in writing to the CEO, Helen at [helen.sullivan@breathworks.co.uk](mailto:helen.sullivan@breathworks.co.uk) 0161 8341110. If the complaint is regarding a member of staff, it will be investigated using the disciplinary procedure. If the complaint relates to a Board member, then the complaint will be investigated by a Board

member not involved in any aspect of the complaint. If the complaint is about the CEO it will be taken to the Chair of the Board.

#### Recording complaints

All complaints will be recorded. The record will include the date of the complaint, the complainant's name and address unless they wish to remain anonymous, the form of it (i.e. in writing or verbal), who received it, what the details of the complaint were, and what action was taken, by whom and on what timetable.

#### Monitoring complaints

Staff line managers and the CEO will report annually to the Board on complaints during the year and policies and procedures will be reviewed if appropriate.

#### Publicity

The Policy Statement will be distributed on the Breathworks website and will be included in the staff policies folder on dropbox, as well as being made available to external agencies.