

COMPLAINTS PROCEDURE OF THE REIKI ASSOCIATION

The Reiki Association views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organization) that has made the complaint. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicize the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at The Reiki Association knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Reiki Association.

Where Complaints Come From

Complaints may come from Members of the Reiki Association, Members of the Public and from volunteers. A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with TRA Council.

Review

This policy is reviewed yearly and updated as required.

Adopted on date]

Next Review date]

Publicised Contact Details for Complaints:

Written complaints may be sent to The Reiki Association at 83 Marleys Way, Frome, Somerset, BA11 3NG, or to TRA Council at 108 Augustus Road, South Wimbledon SW19 6ER. They can also be sent by e-mail to memsec@reikiassociation.net for general complaints and to verification@reikiassociation.net for Verification complaints, or to Council at council@reikiassociation.net. However, should any of the above details change they should be amended accordingly.

Verbal complaints may be made by phone to 01373 229732 (Tripuri Dunne) or at any of our events or activities. The same applies if there is a change of phone details.

Receiving Complaints

Complaints may arrive through channels publicized for that purpose or through any other contact details or opportunities the complainant may have.

All complaints received will need to be recorded. The person who receives a phone or in person complaint should be written in the Complaints Log by:

- Writing down the time and date of receiving the complaint
- Writing down the facts of the complaint
- Taking or noting the complainant's name, address and telephone number
- Noting down the relationship of the complainant to The Reiki Association (for example: TRA member, member of the public, practitioner)
- Advising the complainant that we have a complaints procedure
- Advising the complainant what will happen next and how long it will take
- Where appropriate, asking the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- Advising Council of all complaints.

Resolving Complaints

All complaints to be acknowledged within 48 hours by the person who receives it advising that a resolution will be received within 4 weeks. A copy of the Complaints Policy will be sent with the acknowledgement. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond within 48 hours.

If the complaint is not resolved the complaint will be passed to the TRA Council Complaint's Representative, Diane Tyrrell. The Complaint's Representative will review the complaint, along with one other Council member.

The complainant can expect an acknowledgement from Council within 48 hours stating that the complaint has moved to the next stage and that a resolution will be received within 4 weeks.

The complaint will be reviewed by the whole Council. An acknowledgement will be sent within 48 hours saying that this is being reviewed by the whole Council and that a decision will be made and sent to the complainant within 2 weeks. Any further disagreement will be dealt with by a mediator.

APPENDIX

Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the Association e.g. "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of the Association, then give your apologies.
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review

The Charity Commission report 'Cause for Complaint' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the Association depends.

' Handling complaints well':

- Demonstrates your commitment to your members, volunteers and the public
- Demonstrates your commitment to providing the best possible service
- Helps you to find out about things that have gone wrong so you can fix them
- Helps you to prevent things going wrong again in future