

## Complaints Policy

### Reiki Tradition

Reiki Tradition views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who 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 publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Reiki Tradition 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 Reiki Tradition.

#### **Where Complaints Come From**

Complaints may come from the general public, students attending one of our courses/ events or a member of staff. A complaint can be received face to face, verbally by telephone, by email or in writing.

#### **Confidentiality**

All complaint information will be handled sensitively, only informing those who need to know and following any relevant Data Protection requirements.

#### **Responsibility**

Overall responsibility for this policy and its implementation lies with Mr Martin Robert Thirlwell, trading as Reiki Tradition.

## **Review**

This policy is reviewed regularly and updated as required.

Adopted on:.....[1<sup>st</sup> June 2015]

Last reviewed:.....[18<sup>th</sup> November 2015] & [23<sup>rd</sup> May 2020]

Author.....[Mr M R Thirlwell]

## **Reiki Tradition Complaints Procedure**

### **Publicised Contact Details for Complaints:**

Written complaints may be sent to Reiki Tradition at 579 Hollins Road, Hollinwood, Oldham Lancashire, OL8 3UT or by email to [info@reikitradition.me.uk](mailto:info@reikitradition.me.uk)

Verbal complaints may be made by telephone on telephone number: 0161 665 0799 or in person to any of Mr Martin Robert Thirlwell's staff or at any of our events or activities.

### **Receiving Complaints**

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

Complaints received by telephone or in person must be recorded.

The person who receives the complaint must:

- Make a written record of the facts of the complaint
- Include the complainant's name, address and telephone number, email address
- Include the relationship of the complainant to Reiki Tradition (eg. client, member)
- Inform the complainant that we have a complaints procedure
- Inform the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send their written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1 - Resolving Complaints**

### ***Resolving Complaints***

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and where appropriate. Whether or not the complaint has

been resolved, the complaint information should be passed to *Mr Martin Robert Thirlwell* within 7 days. On receiving the complaint, Mr Martin Robert Thirlwell will record it in the Complaints Log. If it has not already been resolved, he will delegate an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 7 days. The acknowledgement should state who is dealing with the complaint and when the complainant can expect a reply. A copy of this Complaints Procedure should be attached.

Ideally complainants should receive a definitive reply within 28 days. 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.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

#### **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 as sometimes a person just wants to 'let off steam'
- Do not 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 on what you have recorded
- 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 or by Reiki Tradition 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 Reiki Tradition, then apologise
- Ask the person what they would like to be done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve
- Do not promise things that you are unable to 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.

or appeal.