

Norwich Buddhist Centre Complaints Policy and Procedures

This policy applies to activities arranged through Norwich Buddhist Centre.

Scope

This policy applies to any complaint raised against a trustee, employee or person leading and supporting activities arranged through Norwich Buddhist Centre. A complaint may be made where someone feels that an individual has **behaved** in a way which is unacceptable.

Process

Informal approach

In the first instance an informal approach should be taken. This will usually involve discussion with the person who is being complained about. This can be done by the complainant or, at their request, by the Chair or a Trustee. This gives the opportunity for mutual understanding and a change in behaviour. A mediator may assist in this process if both parties agree.

Formal Approach

If the behaviour is so serious, or fails to stop after informal discussion, or one party refuses to meet with the other, then a formal approach should be taken. The Chair will begin an investigation within ten days of the decision to take the formal approach. This may be carried out by a Trustee or Chair from another Triratna Centre. The investigation must be done in a way which maintains confidentiality and discretion as far as possible.

Investigation

This may involve taking statements from others. Any such statements may be copied to the person under investigation. Anyone spoken with will be advised that the process is confidential and should not be discussed more widely.

Both parties to the complaint will be advised of the outcome within one week of the end of the investigation. Reports and other information produced during the investigation may be made available on request to both parties to the complaint unless there are exceptional reasons for withholding them.

Outcome

If the complaint is upheld a decision about follow-up action is required. The Chair should discuss this with the Council and the Centre President. This will need to take into account:

- the seriousness of the behaviour
- what the complainant would ideally want to happen (this will not necessarily happen)
- the position of the person complained about (i.e. are they an order member, a trustee, a mitra) The Chair will advise both parties of the action which has been decided.

Appeal

There is a right of appeal against the decision. The Centre President will determine who will deal with the appeal.

Review

This policy will be reviewed in 12 months from January 2025 (January 2026)