

# Inner Spiritual Journey Complaints Policy



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## **1. Introduction**

This document sets out our complaints policy and procedure and is aimed at all our Staff, Clients, Students and Volunteers and all interested parties who encounter direct or indirect services from Inner Spiritual Journey and all its affiliated sectors. We are confident in providing high quality services and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concern you may have with us immediately so that we may address them and learn lessons.

## **2. Scope**

This Policy covers complaints from Staff in relation to any and all employment issues, Clients in relation to our Therapeutic Practice, Students in relation to our Teaching Practice, Volunteers in relation to our Volunteering Practice and interested parties in relation to our operation.

## **3. Inner Spiritual Journey's responsibility (Teaching Practice)**

We are involved in the management, and quality assurance of our Teaching Qualification. Learners are made aware of the contents of this Policy and that complaints handling procedure and appeals process is in place to deal with complaints from Students.

## **4. Review Arrangement**

We will review this Policy and it's associated procedures annually as part of our self evaluation arrangements and revise it as and when necessary in response to Staff / Student / Volunteer i.e. In accordance with any complaints process, and any trends that may emerge in the subject matter.

## **5. How should I complain?**

All our staff have been trained to help our Students, Volunteers and visitors, so first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you.

If they cannot help or wish to speak to someone else, you can always ask to speak to Senior Lecturer.

If you are still not satisfied with the help provided by the Senior Lecturer please send a written complaint, normally within one month of the event you are complaining about, and address it to us at the contact details outlined at the end of the Policy.

## **6. If I complain what details do I have to give?**

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- Copies of correspondence relating to the complaint
- A statement of the circumstances relating to complaint
- Written statements from anyone involved in the complaint
- Any supporting material / documents in relation to the complain

All complaints will be treated with the strictest confidentiality unless it is deemed necessary to pass all information onto Safeguarding / Police as appropriate.

ISJ will respond within 2 working days of receipt of the complaint, acknowledging receipt.

Within a further 20 working day, ISJ will contact the complainant and give full details of their investigation about the complaint.

## **7. Confidentiality and Whistle Blowing**

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

Whilst we are prepared to to investigate issues, which are reported to us anonymously we shall always try to confirm an allegation by means of separate investigation before taking up the matter with those the complaint / allegation relates. At all times we will investigate such complaints from whistleblower in accordance with relevant whistle blowing legislation.

## 8. What will happen to my complaint?

We will acknowledge receipt of your complaint within 2 working days letting you know who is investigating your complaint.

We aim to investigate the complaint within 20 working days. If your complaint is more complex, or involves multiple people we will extend this time to another 10 working days. We will keep in contact with you throughout this period, and if we need to seek further clarification.

## 9. What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond the complainant accordingly and give due consideration to how we can improve our service or arrangements. For example, by reviewing our procedures to assess the impact on our arrangements, arrange staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behavior of our staff is deemed as inappropriate.

## 10. Service Quality

ISJ is committed to delivering the best in class service, through the provision of open and fair opportunities for learning, maintaining competence and raising professional standards within its sectors.

ISJ aims to use good practice and the implementation of policies and procedures to ensure that all customers receive a fair and consistent level of service.

It is ISJ's policy that all enquiries will be dealt with in a clear and friendly manner, with no undue delay and within 2 working days. If we are unable to respond fully within 2 working days, we will provide you with an estimated response date. Enquiries will be received initially by staff on the number below, then if necessary, translated to the relevant member of staff.

Telephone: 07894 055400

Email: [info@innerspiritualjourney.co.uk](mailto:info@innerspiritualjourney.co.uk)

Post: Inner Spiritual Journey The Retreat, 12 Counting House Way, Stoke Heath, Bromsgrove B60 3QD

Office Hours: Mon – Fri 9.30am – 2.30pm outside of these hours voicemail is available

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