

Heartfulness UK Complaints Policy

Introduction

The Charity is committed to delivering Heartfulness meditation techniques to members of the public aged 18 and over. As part of this commitment, we have a complaints procedure to allow those to whom we provide support or services to make suggestions for improvement.

We are keen to hear from anyone who believes we have fallen short of the standards we set ourselves. You can provide this feedback by email to our Safeguarding Officer or Secretary:

Email - safeguarding.equality@heartfulness.uk or uk.secretary@heartfulness.org

Stage 1 - Complaint to the Charity

Complaints should be directed to the Safeguarding Officer. We will acknowledge and provide a response to your complaint within 10 working days of receiving it. We expect to be able to resolve most complaints within that timeframe but if we need to conduct a more in-depth investigation, we will aim to provide a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will let you know why and when you can expect a response.

Stage 2 – Complaint to the Directors

If you are not happy with the decision you receive, you will be given the opportunity to raise the issue with the Chair of the Board of Directors who will arrange, as appropriate, an investigation to take place and respond normally within 20 working days.

We will seek to deal with all complaints in an efficient and proportionate way. Should an investigation be appropriate we will determine how that is to be carried out and by whom. At Stage 1, ordinarily the investigation is carried out by the Safeguarding Officer and at least one Director. At Stage 2, an investigation panel will be convened which will be made up of at least two Directors.

Stage 3 – Office of the Charity Regulator (OSCR) for Scotland / The Charity Commission for England/Wales

Complainants in Scotland who remain unsatisfied by the complaint response may wish to refer the complaint to OSCR (<https://www.oscr.org.uk>); and in England/Wales to the Charity Commission (<https://www.gov.uk/government/organisations/charity-commission>)