

WET complaints procedure initial outline:

The WET is committed to finding positive supportive resolutions of complaints and concerns. The WET has an aspiration that complaints be seen not simply as investigations into individual mistakes, but as opportunities for learning, both personal and collective, for refining skills in being of service to each other and for support of our practice and understanding of Dharma.

It is hoped that concerns and complaints are able to be managed as challenges and opportunities for growth and that the aims and bodhisattva practices of the Wangapeka Retreat Centre can provide a valuable supportive container for the development of generosity and compassion in the face of such difficulties.

If a complaint cannot be simply resolved the following process will be followed:

1. Where possible, complaints at first instance need to be directed to the Land or Administration Retreat Centre Managers in the hope that the matter can be simply and speedily resolved.
2. If the complaint cannot be resolved in this way, the complaint should be made in writing to the Board Coordinator, setting out full details of the issues.
3. Once the Coordinator has received the written complaint, they will:
  - acknowledge receipt of the letter and explain the next steps of the process
  - table the complaint to be discussed at the next Board meeting, or if necessary, call an extra-ordinary meeting as soon as possible
  - offer the complainant (if appropriate) to participate, in a process or forum where they can feel heard and the matter be given the chance to be resolved. This could include a beginning anew process, a sangha sharing circle, or other group meditative processes.
  - If the complainant wishes to participate in such a process, they will be able to bring a support person. This process may also include Trustees, Elders, and any person who is the subject of the complaint.
  - Participation in the circle process does not preclude the complainant from following further resolution or investigative pathways
4. If the circle process does not provide adequate resolution, or the complainant does not wish to take part in a circle process, the Board Coordinator will:
  - Investigate, to the best of their ability, the complaint, with the support of the Board of Trustees. In order to investigate the complaint more fully, an ethics sub-committee may be appointed. If this is required, the complainant will be informed of this.
  - Provide a written response to the complainant of the outcome of the investigation and any action taken where possible within 21 days from the date of the Board Meeting.
  - If a response cannot be given within the 21 day limit, or if an Ethics sub-committee is deemed suitable, the Coordinator will communicate these details as well as a new time frame to the complainant, ensuring the matter is dealt with as speedily and effectively as possible.

5. If the above process does not provide, in the view of the complainant, an adequate outcome, the complainant can at any time, refer the matter to any other relevant legal authority. This may include, but is not limited to Police, Charities Commission, Office of the Ombudsman (details of phone numbers and contact details)

The contact person for Complaints is: Shelley Taylor [coordinator.wangapeka@gmail.com](mailto:coordinator.wangapeka@gmail.com)