



Complaints Policy and Procedure

Introduction

This document sets out Shen Mantra complaints policy and procedure and is aimed primarily at our students, although it may also be relevant to other interested parties who receive direct or indirect services from us.

The overarching aim of our training service is to provide high quality and integrity training in the teaching of oriental therapies and traditional Thai Massage. We value the opportunity to teach all students of the school to the highest standards.

If anything fell short of the level of teaching expected by our students, we would be extremely disappointed and further, if expectations fell short owing to any degree of complaint, we feel it is important to investigate this in a timely fashion and address concerns thoroughly, so that we may learn lessons and make any relevant changes necessary to maintain the reputation and service level of the school and uphold the credibility of the relevant awarding body.

One of the ways in which we can continue to improve our service is by listening and responding to the views of our students and lecturers, and in particular by responding positively to complaints, and by putting mistakes right.

All staff involved in teaching or administration duties will be made aware of this policy and procedure and the appeals process in place, to deal with complaints in relation to the services of the school.

How should I complain?

All complaints should ultimately be made directly to the school's Director by email or in writing to:

Francesca Canzano-Franklin – School Principal

The best form of contact will be by email: - Francesca@shenmantra.com

Depending on the nature of the complaint, we recognise however, that minor complaints or issues may be made at the time by learners, perhaps during or after teaching sessions, directly to the tutor(s) for example.

In such circumstances, tutors will make a note of the nature of the complaint and will make the Director aware of the complaint at the first reasonable opportunity.

If the complainer is unhappy with the response at the time of complaining, for example in class, or would prefer to make a complaint directly to the Director or where the tutor deems the matter more appropriate for the Director to deal with, they will pass on the relevant contact details.

If learners, members of the public or other external agencies wish to complain directly to the Director, all complaints should be made using the aforementioned contact details, between the hours of 09.30am until 5.30pm, Monday to Fridays.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We learn from complaints and use them to improve our service
- Informal Complaint Procedure
- We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly
- Enable mediation between the complainant and the individual to whom the complaint has been referred
- If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Formal Complaints Procedure:

We define a complaint as 'any expression of dissatisfaction with Shen Mantra Training, a lecturer or with a student and that requires a formal response'.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Our responsibility will be to:

- Investigation, timelines and summary processes

We will acknowledge receipt of your complaint in writing, or by email within 48 hours – if a complaint is received over a weekend or bank-holiday period, the complaint will be acknowledged on the next working day.

- We aim to investigate the complaint and resolve it within 10 working days
- If the complaint is deemed 'complex' in nature, or where relevant individuals are unavailable, we may have to extend this period – in such instances we will inform you of the likely time-scale for this.
- If deemed appropriate, we may also recommend a meeting, in order to seek clarification, or more information.
- When we have investigated the complaint, we will write to you, or email you, advising you of our decision.

A complainant's responsibility is to:

- Bring their complaint, in writing, to the Director's attention immediately or within 48 hours of the issue arising
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow the Director a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the Director's control

The Director's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, time scales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected.

We would require the following information: -

- If relevant, copies of correspondence between the learner, external agency or member of the public and the school office or tutor(s)
- A statement of circumstances surrounding the complaint
- Written statements from any other learners or members of the public concerned.
- Any learning materials or correspondence relevant to the complaint/investigation
- Any other supporting documents deemed appropriate and relevant.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and the Principal maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

It should be reiterated that any attempt to resolve a written complaint should be dealt with in the first instance by the school Director.

Where all attempts to resolve the complaint using the schools process have been exhausted, complaints may be made directly to our main governors, FITTM (Federation of Traditional Thai Massage – International) in exceptional circumstances. The contact details for complaints to FITTM under these circumstances are:

www.federazioneitalianatraditionalthaimassage.it

What happens if I am not happy with the outcome of my complaint?

If you disagree with the outcome or decision made by the Director, you should contact the Operations Manager at FITTM, on the address details supplied above, who will contact the school to take the matter further.

If you are still unhappy with the decision or outcome taken by FITTM, then you can take the matter with one of our main accrediting bodies, such as CTHA and IICT.

For any queries about the contents of this policy, please contact the admin team Zen-Desk@shenmantra.com

Policy to be reviewed April 2016