

1. Tenterden Mindfulness Group ('TMG') aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.
2. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with TMG.

Informal Procedure

3. If you have a complaint about an individual working for TMG, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then contact the Director. If your complaint is about the Director then contact the Chair of Trustees (contact@tenterdenmindfulness.co.uk).
4. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response normally within seven working days.

Formal Procedure

5. If you are not satisfied with our initial response, or wish to raise the matter more formally, please write to the Director. If your complaint is about the Director, please write to the Chair of Trustees.
6. All written complaints will be logged. You will receive a written acknowledgement normally within ten working days.
7. TMG will investigate your written complaint and give you a reply within twenty one working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
8. If following the investigation you still remain dissatisfied please write to the Chair of Trustees who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.