Compliments, concerns and complaints

Compliments

We hope that the Buddhist Centre creates a positive context for living a Dharma life in Birmingham. Where you have had a positive experience of the Buddhist Centre, please do contact us to let us know the impact our work has had. Please contact the Centre Manager on info@birminghambuddhistcentre.org.uk to send us a compliment.

But things sometimes go wrong. When they do, it is important to uphold the ethical principles of the Birmingham Buddhist Centre and restore harmony between people. Concerns and complaints can create an opportunity to learn for all those involved while an attempt is made to find a satisfactory resolution. We take concerns and complaints seriously.

What's the difference between a concern and a complaint?

From time to time people may have a concern which may not be a complaint. A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

A complaint may be defined as 'an expression of dissatisfaction, however made, about actions taken or a lack of action'.

This policy is designed to address concerns and complaints.

Conflicts

Conflicts between people are probably inevitable. They can take the form of a disagreement or a misunderstanding. They are generally interpersonal arising from a difference in style, opinion or approach. They can contribute to an ongoing difficult relationship or relate to an isolated dispute.

Conflicts can be creative and fruitful. They can also be disruptive and undermining, causing ongoing distress to an individual, a group of people and even the Buddhist Centre as a whole.

Though you are welcome to approach a member of the team for help with a conflict, the concerns/complaints procedure may not be applicable.

In this case, there may be other methods to resolve difficulties such as mediation.

Raising a concern

Most concerns at the Centre can be resolved directly in discussion with the person leading the activity or event. The first step is for an individual to attempt to resolve the problem in dialogue. In some cases, it won't be clear who to speak to. In this case, you can contact the Chair, Dharmashalin or the Centre Manager, Akashanaga and they will suggest the person to address the issue you have raised.

You can either phone the Centre on 0121 449 5279 and ask to speak to Dharmashalin or Akashanaga. Or email them at dharmashalin@gmail.com or info@birminghambuddhistcentre.org.uk

If you can't resolve the issue directly, please get in touch with either Dharmashalin or Akashanaga and we can take the next step. This might involve treating the issue as a complaint. Our concerns and complaints policy is available on request and we can send a copy to you.

Please note

Experience has shown that it is extremely important to share information only with those who need to know. Much disquiet and harm may result if information circulates before an issue is explored / investigated. Within the full concerns/complaints policy, there are ways to ensure people get the support they need while also being discreet about the issue at hand.