



COMPLAINTS PROCEDURE

1. Introduction and purpose

Bowen Training UK is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of all our participants. We always aim to provide a high standard of care and professionalism in all our services. To achieve this, the views and feedback from our students are important to us and help to ensure our services are consistently meeting the needs of our students, members and the organisation.

This document provides guidelines for giving feedback, making suggestions and lodging complaints, as well as details of whom to contact and how we handle and resolve complaints. We pledge to listen to all views and will respond positively to complaints, to learn from them and put mistakes right.

2. Making a suggestion

Often people feel more comfortable about suggesting improvements, rather than complaining formally. Anyone taking part in a training course, or those who have responsibility over your welfare and wellbeing may make a suggestion.

Firstly, you should contact your instructor either verbally, via email or letter. They will listen to your complaint and agree a solution with you, which they will then action. If your complaint is about the instructor, and you feel it is inappropriate to contact them, you may contact the secretary (see details below)

OR

The instructors do periodically provide you with a course evaluation form, which we ask you to complete and return at the end to the secretary. Using the information obtained, we can review your comments and where we are able, make adjustments and updates accordingly.

If you are happy for us to do so, we may contact you should we need to obtain more information regarding your suggestion.

If the suggestion is something that Bowen Training UK as a training provider needs to consider you can also send to the secretary with the subject matter.

Nickatie Morgan (BTUK Secretary)

Bowen Training UK, 3 Shelley Place, Sutton St Nicholas, Hereford HR1 3BH

Email: bowentrainingukoffice@gmail.com

Phone: 07885 990201

3. Making a complaint

If you are unhappy with any aspect of our services, it is important that you let us know.

We aim to handle complaints quickly, efficiently and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints sensitively and in confidence, only sharing the information with those involved as a part of our investigation.

We offer a two-step process to making a complaint:

Step 1

Many complaints can be resolved informally through your instructor. In this instance we would ask you to contact your instructor, either verbally, using the course evaluation form, or via email. Your instructor will contact you to discuss your complaint and agree a mutually agreeable solution to resolve the matter.

Step 2

If your complaint is about Bowen Training, your instructor, or where you are not satisfied with the response your instructor has given when you raised the complaint informally, we ask that you contact the secretary directly:

Nickatie Morgan (BTUK Secretary)

Bowen Training UK, 3 Shelley Place, Sutton St Nicholas, Hereford HRT1 3BH

Email: bowentrainingukoffice@gmail.com

Phone: 07885 990201

All complaints will be logged, and you will be responded to within 7 working days.

The aim is to investigate your complaint thoroughly and give you a reply within 28 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.

Bowen Training UK assures students and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

4. Who can complain

Anyone affected by the way Bowen Training UK provides services can make a complaint.

A representative may complain about the affected person if they:

- Cannot make a complaint themselves.
- Have given consent for the representative to act on their behalf.

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to appoint an independent and impartial organisation (at our expense) to act as an advocate for you.

5. How you can make a complaint

You can complain:

- In person
- By telephone
- Through a member of our staff
- Through an advocate or representative
- Where someone complains verbally we will make a written record and provide a copy of it within 7 working days
- By letter and registered post
- By email

6. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is preferable that you provide contact details so we can investigate fully and inform you of the outcome.

7. Responsibility

The Bowen Training UK committee has overall responsibility for dealing with all complaints made about Bowen Training UK services.

We will provide, as far as is reasonably practical:

- Any help you need to understand the complaint procedure.
- Advice on where you may get that help.
- Appropriate adjustments if needed, in order for you to complain with confidence.

8. How we handle complaints

Where a complaint has been made directly to Bowen Training UK, officials of the organisation – Chairman, Vice Chairman, Secretary and Treasurer will investigate the complaint.

Should either of the above-mentioned persons be directly involved in or with the complainant, they can appoint another senior member of the committee to investigate. These persons will have enough seniority and experience to deal with the issues raised by the complainant.

We will acknowledge a complaint within 7 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. Where possible, we aim to have all complaint investigations completed within 28 days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- Details of the finding
- Any action we have taken
- Our proposals to resolve your complaint

9. Time limits

You should lodge your complaint as soon as practically possible, after the date on which the incident occurred or came to your notice. If you make a complaint more than twelve months later, we may not be able to investigate properly. However, we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

10. Further steps

At any stage during the process, if you are not happy with the way your complaint/grievance is being dealt with by the named person you can refer back to the Bowen Training UK office:

Nickatie Morgan (BTUK Secretary)
Bowen Training UK, 3 Shelley Place, Sutton St Nicholas, Hereford HR1 3BH

Email: bowentrainingukoffice@gmail.com

Phone: 07885 990201

If you are unhappy with the Bowen Training UK committee's decision we will pass it to the Bowen Therapy Academy of Australia, director Mr O. H. Rentsch – P.O.Box 733, Hamilton 3300, Victoria, Australia.