

Expressions of appreciation, concerns and complaints

Expressions of appreciation

We hope that the Buddhist Centre creates a positive context for living a Dharma life in Cambridge. 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 at pasadanita@cambridgebuddhistcentre.com to send us a compliment.

However, things sometimes go wrong. When they do, it is important to uphold the ethical principles of the Cambridge 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?

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 are interpersonal disagreements. They can be disruptive and undermining, causing ongoing distress to an individual, a group of people and even the community as a whole. Although it can be challenging to come into communication around a conflict, it can also be creative and fruitful.

Although you are welcome to approach a member of the team for help with a conflict, the concerns and 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 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, Keturaja, or the Centre Manager, Pasadanita, and they will suggest the person to address the issue you have raised. You can contact them at keturaja@cambridgebuddhistcentre.com or pasadanita@cambridgebuddhistcentre.com.

If you can't resolve the issue directly, please get in touch with either Keturaja or Pasadanita

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 Keturaja or Pasadanita 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 or investigated. Within the full concerns and complaints policy, there are ways to ensure people get the support they need while also being discreet about the issue at hand.