

## Complaints Policy

Produced by The Trustees  
March 2021

The Aukana Trust follows the forms and practices of the Teachings of the Buddha and we have Teachers who give guidance and leadership – both formally and informally.

At times, as in all communities, conflicts can occur and things might not go as someone ‘wants.’ In keeping with the ethos of the Buddha’s teaching and as part of the training, students are encouraged to work mindfully with resistances and learn how to accept people and circumstances as they are. This includes in relationship to the Teachers, the full-time community and fellow students. Being willing to accept spiritual instruction, however, is never an excuse for abuse of positions of authority, nor for anyone involved in the community to behave in an inappropriate way towards others.

All complaints will be taken seriously and dealt with consistently and fairly within clear timescales. Complainants will be treated with respect and consideration throughout the process and their complaints will be dealt with in strictest confidence.

Any member who wishes to make a complaint should write to the Chair of the Board of Trustees, by letter, marked private and confidential:

David Gilbert  
9 Masons Lane  
Bradford-on-Avon  
BA15 1QN

Receipt will be acknowledged within 14 days by letter.

Complaints will be investigated by a panel of 3 independent Trustees, led by the Chairperson. The panel may need to contact the complainant to clarify the issues, conduct the investigation and explore resolution.

The outcome and any actions taken will be communicated in writing within 1 month. If more time is required to undertake the investigation, this will be notified in writing within the month period stating the reason and a final date for completion.