



# COMPLAINT MANAGEMENT POLICY



Management of Complaints between Sahaja Yogis is through Conciliation.

The first step in the management of a complaint is that we would request all parties involved in any grievance to seek to resolve the issue through a Sahaja Yoga approach of mutual goodwill, forgiveness, understanding, and resolution through conciliation.

This is the approach which would please HH Shri Mataji and has always been a part of our Sahaja Yoga culture.

Conciliation can be an informal, flexible approach whereby Yogis come together to seek to resolve complaints between themselves by an exchange of emails, telephone calls or face to face negotiation between those involved.

LETA recommends Yogis involved in a dispute seek conciliation as there are many benefits to resolving the complaint through discussion, explanations and discovering the other party's position and reasons for their concerns and actions.

The LETA Complaints policy is in place for those who volunteer their time and provide services to the Trust for the purposes, aims and objectives Shri Mataji drafted in Her Deed for Sahaja Yoga Australia.

LETA is committed to ensure that any person, group of persons or organisation that interacts with or is affected by the activities of LETA, has the right to lodge a complaint and have their concerns addressed in a fair and equitable manner.

LETA will implement a simple and easy to access complaint management procedure that treats the complainant with respect and protects the privacy of the complainant.

The complaint management procedure will handle the complaint in an open and transparent manner.

LETA will attempt to address the underlying cause of the complaint to try and avoid similar issues in the future.

A complaint must be made in writing to the National Legal Compliance Coordinator, Ms Sue Nickson. Email: [compliance.syaus@gmail.com](mailto:compliance.syaus@gmail.com) Phone: 0401 121 350 who will bring the complaint to the attention of the LETA Trustees

An Information Request Form may be provided to obtain specific details.

Complaints without proper evidence or further information and anonymous complaints may be considered but in some circumstances it would limit the opportunity to address the cause of complaint.

LETA may dismiss and close certain complaints depending on the nature and subject matter unless the complaint relates to breaking of the law.

The National Legal Compliance Coordinator will inform the complainant about the receipt of the complaint (after communication from the Trustees).

All attempts will be made to assist the resolution of complaints in a short timeframe.

LETA will keep documented records of complaints including the following information:

- Date of complaint
- Nature and details of complaint
- Processes involved in seeking a reconciliation
- Details of any investigations to assist the process
- Details of any reconciliation reached and agreed to
- Noting if no reconciliation is reached
- Notification to the complainant
- Notification to the person(s) against whom the complaint is made
- Notification to the LETA Trustees.
- All correspondence and emails relating to the complaint

If the complainant is unable to reconcile the matter utilising the LETA Complaints Policy process, he/she may consider further action separate from and not involving LETA to find a resolution.

- Should the result of an investigation be considered so serious that it requires the consideration of the withdrawal of the invitation to attend LETA/LEPA properties or venues covered by the LETA Public Liability Insurance Policy to be applied to any individuals, the LETA Trustees as the legally responsible authority for Sahaja Yoga are the only ones who can authorise this provision by advising the person/s concerned with an explanation of the decision.
- Discussions with Trustees, Property managing volunteers and volunteers assisting with administration will take place when any action is taken with advice about how to deal with anyone ignoring the withdrawal of invitation instruction.

- An independent working group of respected Sahaja Yogis or others with experience in investigations may be called upon to consider matters of a serious nature and suggest appropriate recommendations.

To avoid any conflict of interest the independent working group could be called upon for complaints involving a Trustee, or volunteers assisting in the administration of Sahaja Yoga directly or indirectly.



Signed

Trustee/ Director LETA Date: 30/6/20

Revised September 2023

Revised June 2024

# LIFE ETERNAL TRUST AUSTRALIA MANAGEMENT SYSTEMS MANUAL

## COMPLAINT MANAGEMENT PROCEDURE

No.	Procedure	Actions	Accountability	Responsibility	When
1	Complaint Lodgement	<ol style="list-style-type: none"> <li>Anyone can lodge a complaint about conduct of LETA activities, conduct of LETA volunteers, conduct of LETA's office bearers, about facilities, LETA premises or any other nature that relates to LETA's activities</li> <li>Any complaint, must be lodged by the person who is aggrieved</li> <li>A complaint can be lodged in writing, or by email to the National Legal Compliance Coordinator, Ms Sue Nickson. Email: sue.nickson@yahoo.com.au Phone: 0401 121 350 who will promptly advise the details to the LETA Trustees, Email:eternal.trust.australia@gmail.com</li> <li>The complainant must provide the evidence or basis of the complaint, time and venue of the incident, if any, and the person(s) against whom the complaint is lodged (if applicable)</li> <li>Anonymous complaints provided in writing can also be lodged by email</li> </ol>	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p> <p>Complainant</p>	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p> <p>Complainant</p>	As and when required
2	Complaint investigation	<ol style="list-style-type: none"> <li>The National Legal Compliance Coordinator is to investigate the complaint and gather facts and evidence</li> <li>The National Legal Compliance Coordinator to keep the complainant informed about the progress of the complaint investigation</li> <li>If applicable, the National Legal Compliance Coordinator to inform the person(s) against whom the complaint is made and ask them to respond by providing all the details leading to the incident and any evidence they may want to present in their defence.</li> </ol>	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p>	<p>National Legal Compliance Coordinator</p> <p>LETA Trustees</p>	After receiving a complaint

		<ol style="list-style-type: none"> <li>4. The National Legal Compliance Coordinator investigation will consider facts and evidence presented by all parties before making a decision if the complaint is valid or otherwise</li> <li>5. The National Legal Compliance Coordinator to consider what steps should be taken to avoid a similar complaint in future</li> <li>6. The National Legal Compliance Coordinator and LETA Trustees to reach a conclusion about the resolution of the complaint, and the basis of such resolution.</li> <li>7. The National Legal Compliance Coordinator and LETA Trustees to consider if any disciplinary action is warranted</li> <li>8. All complaint investigation correspondence and discussions are to be documented and kept</li> </ol>	Complainant		
3	Complaint Resolution	<ol style="list-style-type: none"> <li>1. The National Legal Compliance Coordinator will advise the LETA Trustees of the outcome of the investigation</li> <li>2. The National Legal Compliance Coordinator to inform the complainant about the resolution of complaint either in person or in writing as considered best</li> <li>3. The National Legal Compliance Coordinator will provide advice on the basis of the complaint resolution to the complainant</li> <li>4. The National Legal Compliance Coordinator to advise the complainant about any corrective or disciplinary action taken in course of resolving the complaint</li> <li>5. Complainant can escalate the complaint to appropriate forum if not satisfied.</li> <li>6. The National Legal Compliance Coordinator will advise the LETA Trustees of the outcome of the investigation</li> </ol>	<p>LETA Trustees</p> <p>National Legal Compliance Coordinator</p> <p>Complainant</p>	<p>LETA Trustees</p> <p>National Legal Compliance Coordinator</p> <p>Complainant</p>	After complaint investigation