



Comments, Compliments & Complaints procedure

The Land of Joy team - teachers, volunteers and trustees - are all committed to ensuring that your retreat experience here is as supportive and beneficial as possible. We welcome your feedback in order to help us improve the service we offer to retreatants.

Comments and compliments

General feedback and suggestions may be offered via:

- our feedback forms, which are available at the end of retreats
- verbally, to any of the team, or by email or written message to the address below

Complaints

If there is any aspect of the service you receive at Land of Joy that you are not happy with or is not in accord with our published policy, please bring this to our attention as soon as possible.

How to make a complaint

- Speak to one of the team, who will try to resolve your concerns immediately
- If you cannot or do not wish to make a complaint in person, you, or your representative, can make a formal complaint to the Director. Complaints will be dealt with on a confidential basis and should be made in writing or by email, addressed to:

The Director
Land of Joy
Greenhaugh Hall, Greenhaugh, Hexham
NE48 1PP
Email: director@landofjoy.co.uk

Your complaint will be acknowledged, and you will be informed as to when you can expect a response from the Director – usually within 14 days. You (or your representative) will be contacted directly by the Director as part of the investigation.

To help us deal effectively and quickly with your complaint, please include the following details:

- The specific area, service or resource to which your complaint applies
- Your name and contact details: these are essential as we will not investigate anonymous complaints
- Outline the nature of your complaint as clearly and precisely as possible, including details such as place and time if appropriate
- Let us know if you have already reported the complaint, and if any action was taken

In some cases, the need for investigation or disciplinary procedures may require some time and you will be informed of the expected timeline. When the Director has completed their investigation, you will be informed as to the outcome.

If you are not satisfied with the Director's investigation and determination of your complaint, you may appeal to the Chair of Trustees.

If for any reason it is not appropriate for the Director to deal with the complaint initially, it will be directed to the Chair of Trustees from the outset.

The Director and Chair are responsible to the Land of Joy Trustees for their decisions.