

Moon Magic Master Tarot Programme



CONFLICT RESOLUTION AND COMPLAINTS
POLICIES AND PROCEDURES



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CONFLICT RESOLUTION AND COMPLAINTS POLICIES AND PROCEDURES

All complaints/conflict resolution requests are processed and evaluated by the Ethics Committee which will be convened when needed.

All communications involved in this process are confidential.

The Ethics Committee is made up of the director, a member of staff, independent professionals, and student representation.

The independent professionals are appointed on the basis of their qualifications, knowledge, and experience.

Student representatives are invited to nominate themselves for this position and they will provide a written statement of intent and background information about themselves demonstrating their relevant qualifications, qualities, and experiences. On the basis of this information they are then voted onto the committee by the student community.

All complaints/conflict resolution issues will be processed within clear timescales as stated below.

In the event that these timescales are not met you can further your complaint/conflict resolution issue via the Legal Ombudsman
<https://www.legalombudsman.org.uk/how-to-complain/>

COMPLAINT/CONFLICT RESOLUTION PROCESS/TIMESCALES

Your Complaint/Issue/Conflict Resolution:

Your Complaint/Issue/Conflict Resolution is submitted.

All communications during this process are confidential.

Your Complaint/Issue/Conflict Resolution will be acknowledged within 5 working days, subject to staff availability/holidays etc. with notification that the issue will be forwarded to and processed by the Ethics Committee.

If in the first instance your Complaint/Conflict Resolution/Issue can be responded to in a straightforward administrative manner, a more detailed response will be sent.

When you receive this, if you wish to take the matter further you will be asked to let us know within 3 working days. We will also let you know that your issue will be dealt with by the Ethics Committee and your correspondence will be forwarded to them.

If you decide to proceed a copy of this Complaint/Conflict Resolution Procedure will be sent to you within 3 working days.

What Happens Next...

The Ethics Committee are notified and convened.

A named person from the Ethics Committee will formally respond to your complaint/conflict resolution/issue notifying all parties involved and requesting the submission of all relevant information to evidence the concerns/difficulties/issues raised.

This information must be submitted within 10 working days.

In the event that you have reported challenging or inappropriate conduct/behaviour in a peer/colleague/fellow student, if requested, your identity will not be disclosed, however you must be aware that the evidence presented will be openly and transparently disclosed to them and this could by default acknowledge your identity.

In the event that evidence involves additional bystanders/third parties/observers, such as video evidence where additional third parties may be present, unless directly involved in an interaction that is relevant to the complaint/conflict resolution/issue their presence/data/information will be hidden.

In the event that evidence involves additional observers/bystanders/third parties who are involved in an interaction that is relevant to the complaint/conflict resolution/issue their permission will be sought and/or evidence requested from them.

The Ethics Committee will assess all information and convene within 10 working days.

Within 5 working days of this meeting you will be notified in writing of their evaluation/assessment/decisions/solutions/outcome.

If you are not happy with our final response, you can take your complaint to the Legal Ombudsman - <https://www.legalombudsman.org.uk/how-to-complain/>

Ongoing Feedback, Evaluation, and Appraisal

Feedback on our processes are invited and will be evaluated to ensure a process of continuous improvement.

Ethical and conflict resolution guidelines are regularly reviewed by the Ethics Committee to ensure a safe working environment within the Moon Magic Community.

If You Have a Complaint/Issue with Us

Before proceeding with your complaint/conflict resolution please ensure that you have read our Terms and Conditions, our Legal Disclaimer, and the Moon Magic Ethical Framework. Please use these documents to formulate your concerns and then follow the procedures and process above.

These documents form the foundation of the ethos and practise of Jenny Florence/The Moon Magic Master Tarot Programme/The A-Z of Emotional Health Ltd and your participation in our sites/courses/programmes/trainings is subject to these terms/ethics and is solely at your own risk.

If We Have a Complaint/Issue with You

If we have a concern or a complaint or an issue with you, we will put our concerns to you in writing.

If we are sufficiently concerned, in accordance with our terms and conditions, we will suspend you from any of our courses/trainings/groups/listings/programmes while the matter is addressed/investigated/looked into.

If appropriate we will request clarification and any relevant evidence from you to support conflict resolution and your readmission to our courses/trainings/groups/listings/programmes.

In the event that our concerns are validated we will inform you in writing of the outcome of any decisions that we then make.

If you are not happy with our decisions and our final response, you can initiate our complaints/conflict resolution procedure.

All complaints/conflict resolution requests are processed and evaluated by the Ethics Committee.

Student Colleague Peer Conflict/Disagreement

The ethos of the Moon Magic Master Tarot sites/courses/programmes/trainings is based on your autonomy, your self-responsibility, and your conscious free will and choice and there is a written expectation that you conduct yourself with openness, transparency, integrity, and respect in all matters associated with your participation in our sites/services. This is in alignment with our Terms and Conditions, our Legal Disclaimer, and the Moon Magic Ethical Framework.

If you experience a challenge or a disagreement with a peer/colleague/fellow student, in the first instance we expect you to process and resolve this situation yourself and in a manner that demonstrates the principles and qualities of our ethical framework.

A complaint against a fellow peer/colleague/fellow student should not be instigated lightly, and in an investigation the conduct of all parties will be evaluated in alignment with this document.

Please Note: During the process of Complaint/Conflict Resolution/Investigation all parties will be suspended from the sites/courses/programmes/trainings.

In the event that you become aware of and wish to report challenging or inappropriate conduct/behaviour in a peer/colleague/fellow student please use the ethical framework document to formulate your concerns, before submitting them to the Ethics Committee requesting formal investigation.

Similarly, in the first instance we expect you to process and resolve this situation yourself and in a manner that demonstrates the principles and qualities of our ethical framework. It is important that all members should feel safe to voice concerns without fear of retaliation or judgement. We are all responsible to ensure that the community works to Moon Magic ethical standards and guidelines.

In the event you feel your concern is not appropriate to manage on your own or you would like additional support to reflect on this matter prior to a formal complaint, this can also be submitted to the Ethics Committee for further consideration.

Please Note: During the process of Complaint/Conflict Resolution/Investigation all parties will be suspended from the sites/courses/programmes/trainings.

