



## Grievance Resolution Policy and Procedure

SCI-MAA is committed to addressing grievances brought to its attention, as an essential part of maintaining both its own professional integrity and the professional integrity of the Meditation-Teaching and Energy Medicine sector. Through this policy and procedure, SCI-MAA strives to provide a fair and transparent process for resolving grievances, upholding the highest standards of ethics and professionalism in the field of meditation teaching and energy medicine instruction. Reflecting the values of the SCI-MAA Code of Ethics, this policy and procedure aims to address complaints using processes that honour the SCI-MAA Guiding and Guardian principles and SCI-MAA Guidelines for Practice.

### 1. Scope

A grievance is a written or oral statement of a concern arising from interactions between:

- a. A Guide, Guardian, Healer (participant) and another Guide, Guardian, Healer (participant);
- b. A Guide, Guardian, Healer (participant) and a Guide, Guardian, Healer (participant) serving on the SCI-MAA committee;
- c. A non-participant (e.g. a SCI-MAA student or person from the general public) and a Guide, Guardian, Healer (participant);
- d. A non-participant and a Guide, Guardian, Healer (participant) serving on the SCI-MAA committee;
- e. A Guide, Guardian, Healer (participant) or non-participant and a person teaching on a teacher training course registered with SCI-MAA, or provider of that registered course.

Grievance management is concerned with relatively minor issues or concerns. Therefore, it is important to distinguish between grievances, and other more serious matters. Examples may include, but are not limited to, complaints by a participant/non-participant involving the distribution of SCI-MAA services, interpersonal conflict, the way work is allocated or managed and interpretation of SCI-MAA policies.

Serious matters that should not be dealt with under the grievance management system include (but are not limited to):

- Incidents of violence, or of a potentially criminal nature;
- Serious bullying, harassment or discrimination;
- Serious work, health and safety concerns; and
- Allegations of serious misconduct, fraud, corruption or maladministration.





## 2. Grievance Resolution Procedure

### 2.1. Prior to lodging a complaint

Prior to a person making a formal complaint to the SCI-MAA Director, it is encouraged and expected that all reasonable attempts have been made to resolve the complaint directly with the other person or persons involved.

It is also expected that the person making the complaint has read:

1. The summarised Grievance Resolution Policy and Procedure on the SCI-MAA website. ( [www.sci-maaofficial.com](http://www.sci-maaofficial.com) ) ; and
2. The SCI-MAA Code of Ethics.

Prior to lodging a complaint:

#### 2.1.1 The complainant must:

1. Take all reasonable measures to correspond with the respondent in relation to the grievance, detailing the nature of the grievance. An exception to this requirement may apply in the case of a more serious matter or harm occasioning the reporting of the incident(s) to the police or other appropriate authority.
2. Allow a reasonable time for the respondent to respond to the grievance.
3. Make all reasonable efforts to try to understand the respondent's response, including seeking clarification or further information as required.
4. Make all reasonable efforts to have the matter resolved directly with the respondent, to the satisfaction of both parties.

#### 2.1.2 The respondent must:

1. Respond in good faith and in a timely manner to any correspondence from a complainant in relation to a grievance.
2. Make all reasonable efforts to try to understand the complainant's grievance, including seeking clarification or further information as required.
3. Make all reasonable efforts to have the matter resolved directly with the complainant, to the satisfaction of both parties.

### 2.2 Lodging a complaint

A complaint must be lodged in writing, it will outline the following information:

1. The nature of the complaint including the date(s), time, location, people involved and any other relevant information;
2. The steps taken to resolve the grievance, including whether the complaint has been lodged elsewhere;
3. What the person making the complaint would like the other person or persons to do or not do to address the complaint;
4. What assistance the person making the complaint hopes to receive from SCI-MAA Team.
5. A convenient time and date to discuss the complaint with a SCI-MAA Director;





6. Any other suggestions for ways to resolve the complaint;
7. The person making the complaint has signed and dated the letter.

### 2.3 Receiving the complaint

Within 14 days of the SCI-MAA Director having received a complaint, the Director will provide written acknowledgement that the complaint has been received. SCI-MAA holds the discretion to refuse to deal with a complaint if the complaint is lodged more than 12 months after the matter has occurred.

SCI-MAA reserves the right not to consider anonymous complaints and may suggest alternative approaches to resolving the complaint. **Complaints alleging criminal behaviour may be referred to the appropriate authority such as the police.**

The Complaint will be forwarded to the SCI-MAA Director. A suitable person will be nominated by the SCI-MAA Director to coordinate the grievance resolution process. This nominated person will have the necessary skill and experience to manage the grievance resolution process.

SCI-MAA committee will notify the person or persons being complained about, that a complaint has been received so that all parties can participate in resolving the grievance.

### 2.4 Addressing the complaint

SCI-MAA will assess each grievance on a case-by-case basis and determine the most appropriate and useful role that SCI-MAA can have, given the context and nature of the complaint. SCI-MAA may seek independent advice on any matter related to the grievance process.

In some cases, SCI-MAA may decide that it cannot have a useful role in resolving the grievance. In this instance, SCI-MAA will make this clear to the person making the complaint and, where possible, recommend other approaches.

If the grievance is being made against the Director, the same impartial consideration will be given to that complaint. The person against whom the complaint has been made will be notified as above and will not be included in SCI-MAA resolution process for the complaint. If this is not possible, independent external assistance may be sought.

SCI-MAA will actively encourage each person involved in the complaint to communicate directly with each other, preferably in person, but if this is not possible, then by phone or by other remote means. This negotiation phase will include the people involved in the complaint, and a person who has been appointed by the SCI-MAA Director to manage the grievance process, in an initial attempt to help address the complaint. The appointed facilitator will maintain a written record of the grievance resolution process and will be accountable to the SCI-MAA Director.

**SCI-MAA PTY LTD**

**(ABN) 16680924761**

**Revision No.: 02**

**Release date: 06/01/2025**





More specifically, the person nominated by the SCI-MAA Director will help to resolve the conflict by:

- facilitating a fair and open process of negotiation ensuring all parties are heard; and may:
- provide support and/or advocacy to each person involved and/or;
- make recommendations that uphold professional standards of meditation teaching and energy medicine.

Where possible, reasonable attempts will be made to resolve the grievance within 28 days after the complaint has come to the attention of all people concerned. The persons involved in the complaint have a right to appeal the decision of SCI-MAA. The appeal must be made in writing to SCI-MAA within 14 days after the decision by SCI-MAA Director has been served.

If the matter remains unresolved, SCI-MAA will consider alternative ways of dealing with the complaint, including appointing an external third party or mediator to address and manage the complaint. Where mediation is sought, the mediator cannot be a party to the dispute. The Director, or contractor may be the mediator if that is deemed appropriate, or an independent mediator may be recommended. It is preferable that each person involved in the complaint agrees on who is selected as the mediator, but if the parties cannot reach agreement, then the mediator will be appointed by the person who is managing the grievance process.

The mediator will facilitate the process but will not make decisions for the parties. The mediator will give all parties every opportunity to be heard and ensure a fair and participatory process.

Both/all persons directly involved in the complaint will share the costs of the mediation equally, unless agreed otherwise. The mediator will give the parties involved, and the SCI-MAA grievance manager, documentation noting that mediation occurred and who attended, and the outcome.

All attempts will be made to reach a resolution by negotiation and/or mediation as these processes encourage the conflicting parties to seek their own solutions and can often lead to satisfying outcomes to all parties. However, if the mediation process does not resolve the conflict, then an external party, which may include the SCI-MAA Director, may be appointed to address the complaint through a process of arbitration or the dispute may be referred to a formal dispute resolution service.

### **2.5 Follow Up**

SCI MAA wants to ensure that all grievances are resolved to completion. This follow up is considered an important role of the SCI-MAA grievance reporting procedure. In those cases where a grievance has been resolved within SCI-MAA, the file (hard or soft copy) will be noted by the SCI-MAA Director that resolution has been achieved. The parties





## GRIEVANCE RESOLUTION AND PROCEDURE 2025

involved in the resolution acknowledge by signature that resolution has been achieved and the grievance procedure is brought to completion.

Where the grievance has been referred to an external party, the SCI-MAA Director will maintain liaison with this external party during the external resolution process until the parties to the grievance, the external party, and SCI-MAA approve the finalisation of the grievance. Authorisation to that effect will be maintained on the grievance file.

### 3. Submitting a Complaint

To initiate the grievance resolution, please submit your complaint in writing to:

**Email:** [info@sci-maaofficial.com](mailto:info@sci-maaofficial.com)

*All complaints will be treated confidentially and in accordance with our organization's privacy policy.*

